



Westover Hills
Primary Care

9022 Culebra Rd., Suite 112
San Antonio, TX 78251

Westover Hills Primary Care Telephone and Portal Communication Policy

2021/04/13

The clinic strives to provide timely access to medical personnel via telephone and portal communication. During peak hours, **not all calls can be answered**. In case you are prompted to **leave a voicemail**, we encourage you to do so. In case you have limited availability to receive a call back, please provide best time to reach you. This will:

- Guarantee **timely** triage
- Help us handle your request **efficiently** by triaging to medical or billing personnel who is **most familiar and appropriate** to handle your call and able to address your question(s) in a single callback

Below are expected timelines for handling telephone and portal messages:

1. Voicemails and Portal messages are addressed by the end of business day, except messages left after 3PM
2. Messages are triaged hourly and addressed in order of priority
3. Urgent messages that require provider attention are triaged and addressed no later than 2 business hours
4. Portal messages are usually addressed within 2 business hours

Portal messages have shorter turnaround times.

Unless you leave a message, we won't be able to triage and handle your case. Repeat calls will not expedite handling of your call.