

# LKBN NEUROLOGY ASSOCIATES

## OFFICE POLICES

### WELCOME TO OUR OFFICE

Thank you for selecting our office for your neurological needs. We recognize the trust and the responsibility placed in us and we will strive to meet your expectations.

### HOURS of OPERATION

Our office hours are Monday through Friday from 8:00 a.m. to 5:30 p.m. Appointments are scheduled between 8:00 am and 5 pm. There are also select night and weekend appointments available. Our telephone lines are opened from 9:00 a.m. to 5:00 p.m.

### AFTER HOUR COVERAGE

We provide 24-hour coverage of this practice. If you have an **urgent** health care need or question that cannot wait until office hours, please call 516-678-7619 and leave a message including an unblocked telephone number where you can be reached. The doctor on call will be contacted. If you are experiencing a medical emergency, please call 911 or go directly to the emergency room of South Nassau Community Hospital. If you are out of the area, please go to the closest hospital and contact the office within 24 hours to advise us of your situation. In addition, we recommend you notify your insurance company as soon as possible.

### MISSED (NO SHOW) APPOINTMENTS

It is our policy to confirm all appointments three days ahead of time. When you have an appointment, we expect 48 hours advance notice if you must cancel. We have an automated system in place which makes the initial confirmation call. It is imperative for you to use this system to confirm or cancel your appointment. This will avoid further calls to your home. If we do not hear back from you after the 3<sup>rd</sup> call, your appointment may be cancelled. If you need to speak with a person regarding your appointment our office telephone number is 516-887-3516. Press option #2 or leave us a message on extension 201 and we will return your call. A fee will be charged for those patients with repeated no shows without 48 hour notice.

## **DAILY SCHEDULED-OFFICE VISITS**

Every effort is made to provide the highest quality care to all patients in the practice. Appointments are scheduled with anticipated concerns, problems and procedures in mind. Sometimes providing optimal care necessitates extending the length of an appointment and causes others to be delayed. We also try to accommodate those patients who are emergencies and need to be seen that day. We are sorry for any inconvenience this may cause. If we are behind and you are unable to wait, notify our front desk staff and your appointment will be rescheduled. If we cannot accommodate you in a timely manner, we will always put your name on our waiting list and do our best to get you in sooner.

## **CO-PAYS**

Co-pays are due at the time of your appointment. For your convenience, we accept cash, checks, Visa and MasterCard. If a co-pay is not paid at the time of your visit, a \$10 service charge will be applied. There will be no exceptions to this policy.

## **REFERRALS**

It is the patient's responsibility to be aware of their private insurance's referral policy. To verify whether your insurance requires a referral, you can contact your primary care physician or your insurance. Your referral needs to be in place at the time of your scheduled appointment. If you are unable to obtain a referral in a timely manner, your appointment will be rescheduled to a future date. Please contact your primary care physician at least 48 hours in advance to request a referral for your visit.

## **PRESCRIPTION DRUGS**

Prescriptions are filled Monday through Thursday between the hours of 10 a.m. to 4 p.m.. Please call our prescription line, option #5 or extension 118. Please have the following information when you call: name of the medication, dosage, and pharmacy's name and telephone number. You must also be able to provide a number where we can reach you in case of any questions or problems. Please allow 24 hours for phoned in refill requests to be processed and check with your pharmacy to see if it has been filled before calling us back. We would also greatly appreciate if you would call **BEFORE** your medication runs out. For controlled substances, please note they need to be picked up or mailed directly to your pharmacy only. All messages are reviewed every hour.

## **LABS and TEST RESULT**

We will make every attempt to notify you of all test results when they become available. HIPPA compliance allows us to leave this information on your voicemail (unless you specify otherwise).

## **FORMS and LETTERS**

When you have a form that needs to be filled out by the doctor we will require two weeks notice for processing. You must drop the form off at our office and be sure to complete all the sections that need to be filled out by you. You will be contacted when it is ready to be picked up. Likewise, if you need a letter on your behalf from the doctor, it will require the same time to process. Please call the office and advise the staff of the specific details that need to be included. Forms and letters cannot be processed at the time of your appointment. In many cases, there may be an additional charge to complete forms.