

Einstein Physicians Montgomery

Welcome to our office –

Please help us to help you by reading about our practice procedures:

WHEN YOU CHECK IN

- **Arrive 15 minutes prior to your scheduled appointment time.** Our goal is to have you registered and intake complete before your scheduled time.
- **Please be sure to bring your current medical insurance card, pharmacy insurance card, and photo ID with you each visit.** Our staff is required to verify your insurance and demographic information at every visit.
- Your copay is due upon check in. Payment for all non-covered services is due at the time of service. We accept cash, checks, Visa, and Mastercard. If you do not pay your copay at the time of service, you will be charged a \$25.00 surcharge to cover our costs for statement production.

PRESCRIPTION REFILLS

- All telephone prescription requests require **72 hours (3 business days) advance notice** to allow your provider time to review and approve your request.
- Messages received after 12 noon on Friday will be processed the following Monday, unless your request is URGENT.
- We are now using computerized e-prescribing to manage prescriptions. Please call your pharmacy **FIRST** to request any prescription refill. The pharmacy will notify your provider to review your request.
- Please call our office and speak with a staff member only if you need a written or mail order prescription, or a prior-authorization on medication per your insurance company. We will need your name, date of birth, provider name, medication name and dosage and quantity (either a 30 or 90 day supply).

Prescription Reminders:

- Do not wait until you are out of your medication to request a refill
- We do not fill prescriptions after hours or on weekends
- If there is a problem with your request, a member of our staff will contact you.
- Call your pharmacy first, to check if your prescription has been refilled.
- Ask for prescription refills during your appointment; **refills should last until your next visit.**
- Prior-authorization may take 7-10 business days

REFERRALS

- We require **72 hours (3business days)** notice to complete a referral. If you need a referral, call our office and press prompt # 4. Have the following information ready:
 - Your name, date of birth and phone number
 - The provider/facility name and NPI number
 - The test or service being performed
 - Reason you are having the service
 - Date of your appointment
 - Insurance name and ID number
- ****Please note, if you receive a Referral Order when you check out, you will still need to request an *insurance* referral.**
- We do not fax or mail referrals.
- If you have an emergency, and require a same day referral, please speak to a member of our staff.

TEST RESULTS

- Please allow **7 -10 days** for our office to receive NON-URGENT test results and give your provider time to review them. If it has been greater than **14 days**, and you have not heard from our office, please call. Provide your name, date of birth, name and date of test and where the test was performed.
- **We are unable to release any results to you until the provider has reviewed them.**

FORM REQUESTS

- The completion of most forms requires an office visit with the provider.
- Sports, Drivers and Employment Examinations are not covered by most insurance companies, unless the visit can be combined with a covered Well Visit
- The fees for these services range from \$15 – \$65
- **Forms completed after the Well Visit service is provided, are subject to the practice form fee**

MEDICAL RECORD REQUESTS

- To have a copy of your medical records sent to another provider, or yourself, you will need to complete a Medical Records Authorization Request Form.
- The copying of medical records is provided by Healthport. There is a processing fee for the transfer of medical records (see fee schedule).
- If you have a question about medical records, please call our office and press prompt #5.

TO HELP US PROVIDE YOU WITH SAFE MEDICAL CARE

- Tell us about your health history, current condition and medications.
- Cooperate with us: Help your physicians and healthcare providers in their efforts to care for you by trying to follow their instructions.
- Keep your appointment as scheduled and let us know when you're unable to keep your appointment. Refer to the current Einstein Physicians Montgomery Financial Policy regarding fees that may be assessed.
- Tell us whether we have been clear: Ask questions at the time of your visit and call us if instructions aren't clear.
- Respect other patients and staff by:
 - Controlling noise
 - Not using foul or abusive language
 - Supervising any children that you bring to the office
 - Respecting the property of other patients and the office
- Avoid smoking, unauthorized drugs and substances that interfere with your health.

Discontinuance of Treatment: If the physician and patient are unable to continue in a relationship where there is mutual trust, your treatment by the physician may be discontinued after you are given written notice. If this occurs, reasonable assistance will be provided to help you make alternative arrangements for your medical care.

If you have questions or concerns, please let us know. We are committed to delivering safe, considerate, and compassionate care to our patients.

THANK YOU!

Our providers and staff thank you for choosing us to provide your healthcare needs. We welcome your suggestions to provide improved services.

If we've served you well, tell others; if not, tell us!

Our staff is available to answer your calls Monday-Friday, during regular office hours.

**On occasion, our answering service will answer your calls during lunch breaks and for in-service meetings.*