



Donna J. Frisch, M.D
Sarah Apollo, D.O.
Sudarshan Kumar, M.D.

Terisa Sienko, C.F.N.P.
Bernadine D'Eramo, C.F.N.P.
Dina Douglas, C.F.N.P.

OFFICE POLICIES

We are here to meet the health care needs of each individual in a friendly, professional environment. We try to care for each patient as we would a member of our family. We appreciate any and all feedback from our patients.

HOURS: Monday through Friday 8:30-5:00 pm

APPOINTMENTS: The routine physicals and female exams are usually scheduled a couple weeks in advance. Urgent appointments are available every day for acutely ill patients. As a courtesy to all patients we try to stay on time and may need to reschedule your appointment if you are late.

CANCELLATIONS: We appreciate and request at least **24-hour** notice of cancellations. A **\$50.00** charge will be applied for a missed appointment. We try to call and remind you of your appointment two days ahead of your scheduled visit.

PRESCRIPTIONS: When you need a medication refill, please contact your pharmacy for refill. The pharmacy will **FAX** the request to our office, and then we review your chart and contact the pharmacy. Please allow **48 hours** for the process. Some medications require close evaluation; therefore, you may need an appointment or laboratory testing prior to refill or we may give you a limited amount until the appropriate evaluation has been completed. If you have a critical medication, we recommend keeping 5 tablets aside for a reserve. If you need an In-House medication please call the office 48 hours prior to needing a refill. We will then get authorization from a provider or call you if there is any problems or if you should need an appointment prior to refill. We will hold the medication for you for **72 hours**. If your prescription is not covered under your health plan benefits

PHONE: The following list of prompts may help you with the phone system:

- 1 – For after hours to contact the on call provider**
- 2 – Appointments**
- 3 – Prescriptions/Prior Authorizations**
- 4 – To speak to a Medical Assistant**
- 5 – Billing**
- 6 – Test Results**
- 7 – If you are Physician or Hospital**
- 8 – Referrals**
- 0 – Operator, you may leave a general message or messages for Doctors/Nurse Practitioners**

- Allows you to return to the directory at any time.

*** - Allows you to skip the voice mail message and leave a message**

If the extension directs you to a voice mail and you do not wish to leave a message you may press **"0"** to reach the operator. The operator will then direct your call or take a message. Each voice mail should tell you when to expect a return call. If you do not receive a call within that time, please call back. There are times when we cannot hear your name or phone number clearly. For non-urgent appointments you might want to avoid the busiest time between 8:30 and 10:00 am or leave a message.

AFTER HOURS: Our office has a physician or nurse practitioner on call every evening and weekend for emergency situations. If you are having a life threatening emergency call **911** for paramedics! To reach the on call provider after hours call **(714) 282-6934**

then dial extension “1”, the page operator will assist you. If you have not received a call by a provider within 30 minutes, please call again. Technology is not perfect. **There will be a \$15.00 charge for an “after hours” page.**

RESULTS: For routine laboratory testing, X-ray or procedures there is a two-week turn around time. You will be notified of your results by phone or letter. If you do not hear from our office after two weeks, please contact our office extension “6” with the date and location of your test.

CONFIDENTIALITY: Please be advised that due to patient confidentiality, we will NOT discuss information with anyone but the patient unless there is a written documentation from the patient in the chart.

PAYMENT: Payment for services rendered is requested at the time of service. You are responsible for your co-payment at the time service or you will be billed an additional \$15.00. Some vaccines are not covered by certain insurance plans; therefore we request payment before we administer the injection. Return checks for insufficient funds are charged an additional \$20.00.

REFERRALS: Many insurance plans require authorization to be obtained prior to tests medication, and consults with specialists. The process of routine referrals authorizations takes 7-14 business days. Urgent or Emergent referrals are obtain within 24-48 hours. Without prior authorization, we cannot guarantee payment. Resubmission of authorization for the same service will require that you pick up the authorization at the office and pay a \$10.00 form fee charge.

FORMS: When you need a form filled out, please contact our office. You may need an appointment or laboratory testing prior to completing the form. There will be a \$15.00-\$50.00 charge for a form according to its complexity.

I have received the office policies

Print Name: _____

Patient's Signature: _____

Date: _____