Our staff is made up of highly qualified professionals who work together as a team to bring you the highest quality treatment.

Please use this portal for non-urgent requests only. IF THERE IS AN EMERGENCY DIAL 911. FOR URGENT REQUESTS PLEASE CALL THE OFFICE @ (347) 851-6633

**Appointments**

We see all patients on an appointment basis and ask that you call in advance so that we may reserve time for you.  The office phone number is (347) 851-6633

**APPOINTMENT CONFIRMATIONS:**Our office will attempt to call your home one (1) day before your scheduled appointment to confirm it. We will also send text the day off the appt.

**PATIENT APPOINTMENT CANCELLATIONS:** Please call to cancel any appointments you are not going to be able to make, preferably 24 hours in advance.

For your convenience, we schedule patients on Monday 8-7, Tuesday 8-6, Wednesday 8-6, Thursday 8-7, Friday 8-6 and Saturdays 8-2

**Emergency care**

If you experience a sudden illness or injury that could jeopardize your life or health without immediate treatment, dial 911.

**Telephones**

We encourage you to call with questions you may have concerning your health care.  Our staff is trained to answer most questions. The front desk can send a message to the physician with specific questions.

**Medical Records requests:**

Please allow 14 days for any forms or medical records requests.

**Office financial policy**

We make every effort to keep the cost of your medical care at a minimum. Please be prepared to pay at the time of service. The fee for services is the responsibility of the patient.

We are participating providers with most health insurance carriers. Contact the member services number listed on the back of your card to verify that we participate. It is your responsibility to know what services your insurance covers. Please bring your insurance card to each visit.

Co-payments and Co-Insurance:  All co-payments and co-insurance payments, including the 20% Medicare patient responsibility are due at the time of your visit.

Deductibles:  For Medicare patients and patients whose insurance requires that a yearly deductible be met, we ask that at the beginning of each calendar year payment be made at the time of your visit until your deductible has been met.

We take credit cards, checks and debit cards.

**If we do not participate with your insurance carrier,**you are responsible for the office visit charges at the time of service.  We will provide you with a detailed receipt so that you can file a claim for reimbursement.

**If you have no insurance coverage,**payment is due at the time of your visit, unless a payment plan has been arranged prior to your visit.  We emphasize that a payment plan will in no way impact the quality of your care. Our office is happy to provide you with insurance resources.

**Secondary insurance:**We will submit claims to secondary insurance carriers as a service to our patients. Anything that is not covered is your responsibility to pay.

**Labwork, testing and hospital procedures**

Please be advised that many insurance companies require you to go to a certain lab and/or hospital.  Please check with your insurance company to see where you should go if these services are necessary.  Please check your portal for test results, or call the office if they are not available.

**Referrals/Authorizations for testing**

We will do our best to make sure all authorizations are in place. It is your responsibility to verify whether or not your insurance company requires referrals to our office, or authorizations for testing. If your visit requires prior authorization and it has not been obtained you will be responsible for any payments due.

**Prescription Renewals:**

Please request any needed renewals at the time of your appointment. If you need prescription renewals prior to your appointment, please call the pharmacy and they can generate an electronic request directly to our office. Allow 3 days for any renewals not done at your regular appointment. Call 7 days in advance for renewals of controlled substances.