

LAB TESTING POLICY

If we give you an order for lab tests, we prefer that you have them drawn at an independent lab (LabCorp, Quest). We receive these results quickly, in a readable format, listing us as your ordering physician so we can call you with the results.

If you choose to have your labs drawn in a doctor's office we often do NOT get the results. The lab report lists the doctor that drew the lab as the ordering physician and sends the results to him/her. That doctor is legally responsible for giving you those results as they are listed as the ordering physician. We will NOT automatically be calling you because the report doesn't indicate that we ordered the test. It will be your responsibility to make sure we get a copy of the labs and to advise us after we have the results that you want our doctor to review the labs that we ordered and call you with the results.

We will only address lab results that we ordered and not results ordered by other physicians.

PRESCRIPTION REFILL POLICY

Most cardiac medications we prescribe will be filled for 1 year at the time of your office visit (Coumadin will only be 90 days). You must be an active, current patient in order to receive prescription refills. This means you must have a follow-up appointment scheduled. If you need routine refills for existing medications call your pharmacy or use the pharmacy's automated system to request a refill. They will contact us to approve the refill request. If there are any changes to the medication or the pharmacy you should call us so we can initiate the change.

TELEPHONE GUIDELINES

We are pleased to have a staff member answer the phone and get your calls to the proper person to efficiently handle your concerns. We do not have a computer answer and route our telephone calls.

All of our staff is trained to leave their name along with a message when we try to reach you. Please listen to the message and make note of the person who called. Please **DO NOT CALL BACK FROM CALLER ID WITHOUT FIRST LISTENING TO THE MESSAGE**. We cannot help you if you don't tell us who called you. Our staff will instruct you to listen to the message and then call back. If we are unable to leave a message we will try to call again.

The employee that answers the phone will greet you, identify the practice and ask how she can direct your call. Some examples:

- Schedule/reschedule/cancel an appointment
- A clinical question or medication question
- A billing question – please call our billing office direct at 732-785-3223
- PT/INR question or result
- All routine prescription refills need to be initiated with the pharmacy. Do not call us first – call the pharmacy and ask them to send the refill request to us electronically.

Once we know the reason you are calling we will transfer the your call to the person who can help you.