

Einstein Physicians Montgomery

Welcome to our office. Please review our practices' policies.

CHECK-IN

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.

PRESCRIPTION REFILLS

All telephone prescription requests require **72 hours (3 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).

Reminder:

- 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 with your provider; **refills should last until your next visit.**
- Prior-authorization may take 7-10 business days

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.

Reminder:

- We are unable to release any results to you until the provider has reviewed them.

REFERRALS

We require **72 hours (3 days)** notice to complete a referral. If you need a referral, call our I

- 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

Reminder:

- 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

FORM REQUESTS

The completion of most forms require an office visit with the provider.

Reminder:

- 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.

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.*