

PLEASE KEEP THIS FOR YOUR RECORDS

A NOTE TO OUR PATIENTS

We would like to take this opportunity to highlight some of our routine office practices so that we can avoid misunderstandings in the future.

1) PRESCRIPTIONS:

If you are on medication, we generally prescribe ample medication to last until your next appointment. If you return for appointments as recommended, you should not run out of medicine. **Please remember that our office does not “call in” routine prescriptions to your pharmacy between appointments.** There should be enough medication on the previous prescription until the next scheduled appointment. Please note: If the doctor feels it is appropriate to call in prescriptions under exceptional circumstances, he can only do so during routine office hours. As we do not have access to our patients’ charts outside office hours, we do not feel the best medical care can be provided in this situation. Anytime you need to have a refill on a medication it is important to check if you are due for an appointment. You can check the status of any requested refills prior to the end of the working day.

2) AUTHORIZATIONS FOR MEDICATIONS:

Sometimes, your insurance company will not approve payment for a medication prescribed by Dr. Remenson, without a special authorization. For that purpose, your insurance may contact Dr. Remenson requesting to fill in forms in addition to a regular prescription that he has given you. To help you decrease your medication expenses, the doctor will do it for you. However, it takes doctor’s time. If it is done outside your appointment, there may be a charge for this activity in proportion with the time spent on it. In most cases, this service is not covered by your insurance.

3) CANCELLING APPOINTMENTS:

It is important that you call to cancel existing appointments at least a full business day in advance. A specific time is allotted for appointments. We’d like to accommodate all our patients, but when a patient misses an appointment, it keeps us from being able to help everyone. Therefore you will be charged for the time that was held for your appointment. We would rather not charge you and would rather utilize the time for other patients. Once again, remember that this is 24 business hours notice for Leonid Remenson, MD and 48 hours notice for Nanette Vitale, LCSW and Patricia Conlon, LMFT. The weekend is not included. You would need to cancel Monday appointment on the prior Friday morning in order for us to try to utilize this time. Please bear in mind that we cannot bill insurance for a missed appointment and that you will be responsible for the full normal fee (not just the co-pay), and that our normal fee may be higher than your insurance fee. **We will try but we cannot guarantee that we will be able to call you and remind of follow up appointments.**

4) EMERGENCIES:

Please call between appointments if any urgent clinical matters arise. If a clinical emergency or urgent situation arises, you can call 911, go to the nearest emergency room or leave a message on Dr. Remenson’s, Nanette Vitale’s or Patricia Conlon's voice mail, depending on the degree of urgency. If you chose to leave a message, your call will be returned as soon as possible.