

**Patient – Dr. Chung**  
**Expectations and Frequently Asked Questions**

**1. I'm a new patient and was seen by Dr. Chung....can I get test results over the phone?**

Dr. Chung's protocol is to consult test results during a follow up visit. Patients not needing of follow up appointment may request their test results by calling the receptionist.

**2. Why can't the doctor give/discuss my results over the phone?**

The test results consultation is reserved for a follow up visit with Dr. Chung so that he may offer treatment options that may require drug samples, visual diagram, pamphlets and/or written prescription. Your follow up visit also allows Dr. Chung to track and document medical issues in your record per policy and insurance documentation purposes. This documentation process facilitates with insurances' Prior Authorization requirements.

**3. I'm in severe pain. Can Dr. Chung prescribe treatment over the phone?**

In most cases and as a practical matter, consultation over phone is grossly inadequate for most severe pain issues. **You should consider ER as your first option.** Otherwise an immediate office visit is highly recommended. Patients in need of urgent care in most instances can be seen within one business day by requesting appointments with the receptionist.

**4. Can Dr. Chung re-new my prescription over the phone?**

Patients who are compliant and have had timely follow up appointments can have their prescriptions refilled/filled. In most cases, medications prescribed by Dr. Chung require monitoring of your health via various tests. In addition, insurance regulations require test results for justification of medications/treatment prescribed.

**5. Where can I have my laboratory tests done?**

LabCorp of America stationed in Dr. Chung's office is strictly for patient convenience. Patients may choose to have laboratory work done at any facility. Please check with your insurance.

**6. Can Dr. Chung consult/address my issues over email?**

Email and telephone communications are reserved for administrative purposes such as appointment confirmation or insurance questions.

**7. I'm seeing Dr. Chung for the first time. Do I need to bring my records from my previous physician?**

Patients are advised to bring in a hard copy of their lab report (if done within last 30 days).

**8. Can Dr. Chung sign my Disability/FMLA/Workman's Comp Forms?**

Dr. Tae J. Chung does **NOT** complete and sign any type of Disability Forms including FMLA and Workman's Compensation. Dr. Chung and staff will provide medical records to patients free of charge associated with these forms at patient's request. Forms such as Disability/FMLA/Workman's Compensation are best handled and most effective through

patient's council and/or by general family practitioners. For further questions, please ask the Front Desk Personnel. Thank you for your Cooperation.

**9. I have no health insurance. Can I be seen by Dr. Chung?**

The answer is yes. However, patients without health insurance are advised the following:

- Dr. Chung practices evidence based medicine. This entails in most cases treatment plan base on lab/radiology reports.
- Those patients without health insurance incur 3 separate/independent major fees: Lab Report, Radiology and Dr. Chung's office visit.
- Dr. Chung's fees are due via cash or credit card at the time of visit. Fees for lab report and radiology are independent of Dr. Chung.

**10. I've been a patient of Dr. Chung. I lost my health insurance. What are my options?**

Patients with established relationship with Dr. Chung may be seen with self-pay status. Dr. Chung's fees varies depending on complexity of diagnosis but are in alignment with Medicare standards.