

Please take a few minutes to read the below information regarding general information and important policies. This information is provided to answer questions most frequently asked by patients.

**New Patient Information Forms:** At your first appointment, or if you have not been seen in the office within the last 12 months, you will be asked to complete a patient information packet. You may also be asked to complete additional forms should your information change over the course of the year. This information assists your physician in your care, therefore complete and accurate information is important.

**Appointment Health Forms:** Prior to each appointment, be sure to check your email inbox for a message from your physician's office requesting completion of important medical health forms from PatientIQ. If you are not able to complete the forms prior to your appointment, a member of the staff will ask you to complete the forms electronically on a tablet at the start of your visit.

### Appointments & Cancellations:

To schedule, reschedule or cancel an office appointment, you may call our office at **(716) 204-3200**.

- Please notify us as soon as possible in the event you need to reschedule or cancel your appointment.
- If you need to be seen immediately, we will do our best to accommodate you.
- Follow-up appointments should be made when you check out.
- Canceling an appointment: Please give us at least 24 hours' notice if you need to cancel or reschedule. The sooner you let us know, the sooner we can offer that time to another patient. A \$50 fee applies to no-shows and to cancellations made less than 24 hours before your scheduled time. After three consecutive no-shows or late cancellations, we may decline to reschedule and your care may be transferred out of our practice.

**Office Locations:** We have several convenient locations to serve you. Your physician may practice at one or more of these locations. You will be asked at the time of scheduling your appointment which location you would like to be seen at.

**Physician Assistants:** There may be times during the course of your treatment when you may see a physician assistant. Our physician assistants are an integral part of our orthopaedic team and work directly under the supervision of your physician. If at any point you need to speak to the physician, please let a member of the staff know.

**Checking-In:** Upon checking-in for your appointment, you will be asked to verify all your demographic and insurance information. The receptionists will request a copy of your valid photo ID and your insurance card. While we understand that your information may not have changed since your last appointment, we want to ensure the highest level of service by verifying such.

**X-rays:** We request that all new patients have x-rays taken to be reviewed at their initial appointment. X-rays are essential for proper diagnosis and evaluation. If the x-rays were taken at an outside location, we ask that you bring the CD and/or actual films with you to your appointment. We may also request that an established patient have repeat x-rays taken if (a) more than a year has passed since the last x-ray or (b) there is a new injury/aliment being reported.

**Cell Phone Use:** As a courtesy to others, we request that you turn off your cellular phone while in the office.

**Telephone Calls & Medical Questions:** We make every effort to answer calls as they come in but should we not be available, please leave a message and we will respond to all non-urgent calls within 24 hours. Except in emergencies, our physicians and physician assistants will not be able to accept calls while they are in clinic with patients. The team will respond to your call either between patients (time permitted), at the end of the clinic or the next business day.

**Patient Portal:** Start using our Patient Portal today! Using the patient portal will allow you to bypass voicemails and communicate with us at your convenience, 24/7. Through the patient portal, you can securely message your physician's office, view and request appointments, review test results, update personal information, request prescription refill, pre-register for your visit. To get started, please call 716-204-3200 for your activation code.

**Billing Questions:** Should you have questions about billing, you can contact our billing office directly at 716-906-5990.

**Medical Records:** When requesting copies of your medical records, we ask that you please allow a minimum of ten to fourteen days to prepare your request. For your convenience, you may place your request by calling (716) 204-3200 during normal business hours. Please leave a message with the patient's name, spelling of the name, date of birth, contact phone # and specific records being requested. You can also request medical records via the patient portal.

**Disability/Assessment Evaluation/ Verification of Treatment Forms:** All forms requesting completion must have the following: completed patient statement section, signed and dated where indicated. **There is a \$20.00 charge for each form completed. (PRE-PAID IN CASH ONLY).** We are unable to accept check or credit card for this service. Any checks received will be returned along with the form. The form fee is charged at the discretion of each office. Please allow approximately 7 business days for forms to be completed and mailed or faxed. Please include any special instruction on what to do with the form once completed.

**Prescriptions:** All new prescriptions will be sent electronically to the pharmacy. If you need a refill on your prescription, please call our office at (716) 204-3200. Prescription requests made before 3:00 PM will be handled the same day. To facilitate efficient handling, please provide the following information at the time of the request:

- Your full name
- Your date of birth
- A number where you can be reached
- The name of the medication(s) you need refilled (including strength).
- The pharmacy you use (name and phone number)

We will contact you to inform you if your prescription will **not** be called in or if we have further questions, otherwise the prescriptions will be sent to your pharmacy, and you can check with them after 6:00 PM. At times, a refill may not be given if a patient has not been seen within the last three months, therefore you may be asked to make an appointment prior to receiving your prescription.

#### **Narcotic Pain Medication Policy:**

- Narcotic pain medication will **ONLY** be prescribed for post-operative pain, or after an acute fracture.
- Narcotic pain medication will be closely monitored and **discontinued after 90 days**. If you feel that you require additional narcotic pain medication after this time frame, we can refer you to a pain management physician, or a physician specially trained in the treatment of chronic pain.
- For those receiving narcotic pain medication for one of the abovementioned situations, **refills will be closely monitored**.
  - Requests will **NOT** be filled early.
  - You must follow the directions on the bottle and not take medication more frequently than indicated.
  - It is the patient's responsibility to request refills in advance of running out of the prescription. Refills may take up to 48 hours to complete. Narcotic pain medication will **NOT** be filled on an urgent basis.
  - **Narcotic pain medication will NOT be filled after regular office hours or on weekends and holidays.**
- We will not prescribe narcotic medication if you are receiving it from another physician.

**Surgery:** If you should require surgery, in addition to verbal instruction, your physician's team will provide you with a surgery packet including instructions for pre- testing, day of surgery and post-surgery instructions. Every effort will be made to keep your surgery on schedule; however, we are dependent on the surgical facility to ensure that we have the equipment and staff available to perform your surgery. In rare cases, your surgery may need to be cancelled but you will be informed as to the reason for the cancellation, and your surgery will be rescheduled accordingly.

**Surgical Cancellation and Rescheduling:** Should you need to cancel or reschedule your surgery, a minimum 2 week notice is required. Failure to provide the office with the required notice may result in a \$200 cancellation/rescheduling fee. This fee will not be submitted to your insurance and will be your responsibility to pay in full prior to scheduling any future appointments with the office. This cancellation fee is charged at the discretion of the surgeon.

Please see attached for our **Financial Policy** and **Privacy Policy**.