

## OFFICE POLICIES

Welcome to Marlboro Internal Medicine. We are a primary care practice offering integrative healthcare. We want to work with you to address your health issues and offer guidance toward your best possible health. Please take a few minutes to read our policies. Your cooperation and proactive involvement will help us to assist you with your healthcare.

### Appointments

We value our time with you and we want to make the most of it. Therefore, if you have been waiting more than 30 minutes for your appointment, let us know so we can accommodate you. For sick visits, please call early morning in order for us to get you in same day. For any changes to your appointment, a 24-hour advanced notice is necessary for our office to provide optimal service to all our patients. A \$25.00 cancellation-no show fee will be assessed if an appointment is missed or cancelled without adequate notice. If you repeatedly miss appointments without calling, we may choose to not continue to see you. If you are 15 minutes or more, late for an appointment, we may ask you to reschedule.

### Office Hours

Monday: 7:30 AM – 5:00 PM

Tuesday: 7:30 AM – 6:00 PM

Wednesday: 7:30 AM – 2:30 PM

Thursday: 7:30 AM – 7:00 PM

Friday: 7:30 AM – 5:00 PM

**We offer extended hours on Thursday from 4:30pm – 6:15pm and several times throughout the year we offer Saturday appointments from 8:30am – 11:00am.**

### Referrals

We are happy to refer you to a specialist if your problem is beyond our expertise. We may ask you to come in if we need more information. Emergency referrals will be made at the time of your need otherwise, please allow 3-5 business days for non-emergent requests. Please have the entire necessary information ready at the time of your request: your name, date of birth and insurance information, as well as the name of specialist, phone number and date of your visit.

### Prescription Refills

Refills should be done at office visits- please bring your medicine bottles with you or bring a list of all your medications with number of refills remaining. Outside of appointments, we prefer requests be made by contacting your pharmacy directly so that they may fax your refill request to us electronically, or by using your patient portal. You must allow 2 business days for processing.

If we have not seen you in some time, we may give you a refill for 2-4 weeks only and request that you make a follow-up visit. No antibiotics will be given outside of an office visit. Narcotics will require patient to sign a contract with us and refilled according. (If necessary ask for copy of contract)

### Telephone Calls

We try to return telephone calls as soon as possible between seeing scheduled patients. Emergent calls will be dealt with immediately and all Urgent calls will be returned within 2 hours. For non-urgent matters, please allow up to 24 hours for your call to be returned. Please be sure to give us the telephone numbers where we can contact you at various times. When leaving a message on our voice mail please include your first and last name, speak slowly and clearly, we also encourage you to leave your date of birth. Messages left after 3:30pm on voice mail may not be reviewed and returned until the following business day.

### **After Hour Calls**

If you have symptoms that you think may be life threatening, including concerns about chest pain or stroke, please call 911 or go to the nearest emergency room. Otherwise, the answering service will page the doctor when the office is closed for urgent medical matters that cannot wait until the next business day. Please respect your providers off hour's time by calling only for urgent medical matters, not prescription refills, referrals, etc... If you page the doctor and do not receive a return call within 30 minutes, call the office and have the doctor paged again.

### **Email**

Email is used only for non-urgent communication. Requests such as prescriptions, referrals, medical records can be sent to: [marlborointernalmedicine@gmail.com](mailto:marlborointernalmedicine@gmail.com)

### **Patient Portal**

Patient Portal is a great tool to communicate with your provider and submit requests. Your provider will also send you messages and or results of tests. Please be sure to notify office if you are unable to access your portal. This feature should **only be used for non-urgent matters**. Messages sent via the patient portal will be addressed and returned within 24 hours unless a request is sent after business hours on a Friday evening, in which case it will be responded to the following Monday. If you are not signed up please ask for more information on how to get started.

### **Payment**

All co-pays are due the day of your appointment. If you have a deductible or coinsurance we ask that you pay promptly upon receipt of invoice. We accept VISA, MC, checks and cash.

### **Insurance/Billing**

We will bill your insurance as a service to you. Please have insurance cards available upon request at every office visit. Depending on the benefits of your plan you may be responsible for amounts not covered by your insurance company. Become familiar with the benefits of your plan what is covered and what is not. We are not responsible for any balance left to you from your insurance as we do not know every patients individual plan.

### **Feedback**

We welcome your feedback, both positive and constructive. It helps us grow as a clinic and can be helpful to us personally as well. We wish to learn from our mistakes and to improve on the care we provide. If you feel uncomfortable discussing something with us in person, please send a letter. We appreciate the time you take to keep us informed.

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**Lalita Matta, MD**

**Estrela Chaves, NP**