

Andrea Nomberg MD

Welcome to our medical practice. In order to provide you with the best possible service, we would like to explain our policies and practices.

1. Co-payments are due at the time of your visit. It is against the law for us to bill your insurance company for your visit if we do not collect the co-payment. If you are unable to pay the co-payment or fees due to financial hardship, please speak with our office manager Felicia Q or speak to Dr. Nomberg and arrangements will be made for a payment plan.
2. If a bill must be sent because you did not pay your co-payment, there will be a \$10.00 service charge, unless alternate arrangements have been made.
3. Non-urgent referrals must be completed on our referral form or online at Drnombergcares.com. You may mail, fax or drop the form off. We pledge to complete the referral within 3 business days, barring unforeseen catastrophes. Phone referrals will only be accepted in emergencies.
4. Medical records copied and sent to another physician are sent free of charge. If you wish a copy of your most recent labs or test results, you may also have them. Medical records released to anyone other than the physician will require a .75 cent fee per page.
5. Dr Nomberg will call all test results received to you personally, with rare exception. Please make sure you have your phone number correct at each visit. She will return all of her phone calls the same day received, except a day we are closed. She will respond the next day the office is open. Dr. Nomberg usually returns calls between 1-2pm, and after office hours are completed, except in emergencies.
6. We will do our very best to minimize your wait time. Please try and come on time for your appointment. Patients, who are more than 15 min late , and not an emergency, may be asked to reschedule.
7. We take patients in order of their appointment time, not time of arrival. However, we will do our best to accomodate you.
8. Please call ahead for an appointment. Walk-ins are disruptive to the schedule and increase waiting time. We ALWAYS have same day appointments for our Patients.
9. Because a physical requires additional time in the schudule, there will be a \$35.00 fee

for all physicals cancelled with in 24 hours.

10. Our office hours are Monday 8-1pm Tuesday 1pm-6pm Wednesday 8am-6pm Thursday 8-1pm Friday 8-6pm Most Saturdays 8-1pm and alternating Sundays 8-1pm. Please be aware that the office is open till all the patients are seen, even if this is before or after 6pm. Our lunch is from 12:30 to 2pm

11. Prescriptions will be called in or prescribed within 1 business day of request, usually the same day, by the end of day.

12. Please ask for your prescriptions at the time of your visit to help make sure you have all your medications.

13. Please turn off your cell phone when taken back to an exam room. The cell phones may interfere with our equipment and are disruptive to your visit.

14. Our emergency number is 1-516-729-2173. This number is for emergencies after office hours ONLY. Please do not use this emergency line to make appointments, for referrals, prescription renewals or non-urgent questions.

15. We pledge to try and minimize your waiting time. However, emergencies occur and there are also times of the year, such as flu season, which are busier than others. We promise to give you the same caring, courteous and professional attention for your concerns when it is time for your appointment.

16. There is a \$35.00 charge for physical appointments that are not cancelled. There is a \$25 fee for any other appointment that is not cancelled within 24hr of the original appointment.

We would like to work together with you our patients, staff and doctor to help us all care for you in the best way possible.

Please sign below that you have received and understood these policies. you are welcome to keep a copy of them.

Patients signature

Print name, Date