

A Guide to the Office Policies of

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Welcome to Princeton Lifestyle Medicine!

Below is some information to help familiarize you with our office. If you have any questions or concerns, please feel free to contact us.

HOURS OF OPERATION

Our office is open Monday through Friday from 8:30a.m. – 5:00p.m.

EMERGENCIES

During business hours there is always a physician available to assist you. After business hours, on weekends, and on holidays, there is always a physician on call to assist you for emergencies - 24 hours a day, 7 days a week. For true medical emergencies during non-office hours please call 911. For any urgent issue during non- office hours, call the main office number and you will be directed to the physician on call.

PRESCRIPTION REFILLS

We will be happy to renew your prescriptions during our regular business hours. Please provide one-week advance notice whenever possible. Most prescription renewals are done electronically for all pharmacies, including mail order.

TEST RESULTS

Your physician will review all test results once they are received. You will be contacted generally within 1 weeks' time; sooner of course for any urgent issues.

If you have not been contacted by us with your test results and it has been more than a week since your test has been performed, please call our office to inquire about the results. We will then track down your test results and contact you promptly.

We do not believe in a “No news is good news “policy so you should expect to be notified with all test results with the exception of a normal mammography. Routine mammogram results are already sent directly to you by the radiology facility where your test is done, so we do not call you with normal results.

HMO INSURANCE REFERRALS

Your HMO may require that your primary care physician evaluate your medical problems before referring you to a specialist. Contacting your insurance company and obtaining approval for a specific referral may take 7-10 days. Therefore, please provide us with at least 1 weeks advance notice for any non-emergent referrals needed.

CANCELLATION OF APPOINTMENTS

We require a minimum of 24 hours' notice to cancel an appointment.

We are aware that there may be times when you will have to miss an appointment due to an emergency or obligation for work or family. However, if you do not call to cancel your appointment then you may be preventing another patient from getting urgently needed care. The occasion may also occur where another patient fails to cancel his/her appointment and we would be unable to provide you with a same day appointment due to a presumed fully booked day.

Therefore, if an appointment is not cancelled at least 24 hours in advance there will be a fee. The no show or last minute cancellation fees are \$50 for a follow up appointment and \$100 for an annual physical or Lifestyle consultation or a new patient appointment. This charge is not be covered by insurance companies and is an out of pocket expense.

We of course will not charge for cancellations due to inclement weather or true emergencies.

MEDICAL RECORDS and FORMS

Our office can provide copies of your medical records for a charge of \$1 per page (the approved rate according to the N.J. Medical Society) to cover the cost of labor and supplies. Your physician can complete any forms that you may need for a \$25 charge. Please understand that non-urgent medical records and forms may take up to 1 week to be completed.

BILLING QUESTIONS

Please call our billing service, Source One at 609-895-9700 with any billing questions.

Their address is 2 Carnegie Road, Lawrenceville, NJ 08648.