

Office Policies — 2016 Karenrabenmd.com

Welcome to our office, both new and established patients!

Each time you sign in at the front desk, ***make sure to update both your personal and insurance information***. Include your e-mail address and cell phone number. Make sure our e-mail contact numbers are removed from your spam control. The front desk is for appointments only. All other correspondence should be via e-mail or fax.

Provider Visits: All new patients will require a screening physical to ensure comprehensive health care. **New Patients will also require a follow-up visit to review their work-up.** Schedule this important visit when you check out. Established patients should consider annual physicals to keep their health care updated.

Pharmacy Refills /Referrals and Authorizations: Handled by e-mail or fax. *Fax refill requests to 305-662-1359 or e-mail to rabenmd@gmail.com.* Messages will be reviewed in the morning and afternoon. Not after hours. Try and refill your routine meds at the same time and from the same pharmacy.

When filling your prescription, check with your pharmacist regarding any potential drug-drug interactions. Also, ask about generic drugs and their variability.

Most brand drugs have websites. Check for coupons and discounts.

If your plan requires a referral, first schedule your appointment with the specialist. Then e-mail or fax us the doctor's name, the date of your appointment and whether you want us to fax or e-mail you the referral (leave #) ***We do not fax referrals to the specialist,*** except in the cases of emergencies. We need 5 working days to process your referral. New problems and referrals to the appropriate specialist usually require an office visit for diagnosis and chart documentation. **It is your responsibility to follow-up with any referrals originating from this office.**

Pre-op Physicals – We are unique in that we do our own complete pre-op physicals here in the office. Please tell the surgical scheduling nurse and the hospital coordinator that your doctor will be performing this important procedure in the office. This provides continuity of care with Dr. Raben and ensures control over your medical records.

Emergency Room Visits: If you are seen in an Emergency Room, please try and obtain copies of any laboratory or radiology studies performed to bring to your follow up visit.

Insurance (305-552-1268) – Please contact the billing provider to assist you with any questions you may have regarding statements you receive.

Office hours are Monday through **Saturday**. We are available after hours on an emergency basis via e-mail KRMD01@aol.com.

For true emergencies call 911 or go to the nearest emergency room.

Morning messages will be returned before **1pm**. Afternoon messages will be returned before the office closes at **5pm**. Please leave a number where you can be reached during these times, including an extension.

Co-payments/Deductibles/Convenience Fee: Due at the time of service including diagnostic testing.

Services not covered by your insurance: Our chief objective continues to be the provision of excellent medical care. There may be services we provide or tests we recommend that are not covered by your insurance provider. We will try to work with you; however, it ultimately comes down to what is best for your health. You will be responsible for any non-covered charges, including pre-existing conditions.

There will be a \$15 computer data entry fee for labs drawn in the office.

There will be a fee for copying medical records and for non-emergency rush referrals. Be sure and bring your lab reports from this office to the specialist as there will be a charge if we have to send them on an urgent basis the day of your visit.

There is a \$30 walk-in fee if you do not have a scheduled appointment.

Charges for phone calls, both during and after office hours, e-mail consultations, disability, school, work or insurance forms will vary depending on length and complexity.

There will be a \$35 non-cancellation fee if you do not call to cancel an appointment. You may e-mail us at rabenmd@gmail.com if it is after hours. It *does not* need to be 24 hours in advance. Just let us know so another patient can be seen. The fee will be \$45 if a statement is generated.

In-house services include:

Podiatry - Dr. Auster

Pulmonary -Dr. Grynberg

Vascular Studies/Nerve Conduction

Audiology Referrals

In-house lab collection / X-ray

Bone Densitometry /EKG

Ultrasound specialist – Luis Perez

Laboratory Reports are an important part of health care management. You will be enrolled with an online service called Practice Fusion for secure report retrieval. Make sure you sign up for this program as labs will not be e-mailed or faxed. **If necessary, you may schedule a follow-up visit or a phone consultation to review these findings. The doctor will call you only if there is a new finding or an emergency. Practice Fusion is *only for labs*, not other office procedures or notes.**

Small Children – This office is not child-proofed. We prefer you not bring mobile small children. If you must, please make sure they are well-attended during your visit and keep the space they occupy safe and clean.

Dr. Raben has elected, as per Florida law, not to carry Malpractice Insurance.