



STEVEN F. STANOWICZ, M.D., INC. • JAY APPLEBAUM, M.D., INC. • MELISSA WATCHER, M.D., INC. • WIEKE H. LIEM, M.D., INC.

KAROL DANGARAN, M.D., INC. • MARY S. JUNG, M.D., INC. • SARAH E. STANOWICZ, M.D. *Internal Medicine*

OFFICE POLICY AND GENERAL INFORMATION

Please be assured that everyone in this practice is dedicated to providing medical care and service of the highest quality possible to all of our patients, in an atmosphere of caring, trust and mutual respect. While we make every effort to provide prompt on-time service, the healthcare needs of each individual do not necessarily lend themselves to an exact schedule. We try to set appointments according to the patients anticipated needs to the best of our ability. We therefore appreciate your understanding and patience. Know that angry or foul language directed to our staff will absolutely not be tolerated. Behavior such as this may result in immediate dismissal from our practice.

As you are aware, the business of providing medical care in an insurance-based healthcare system is increasingly complex and challenging. For our office to operate effectively and provide the best service to you and your family, we need your cooperation. It is your responsibility to provide us with accurate insurance information and inform us of any changes to your coverage as they occur. This includes current and up to date personal demographic information on yourself or a family member. Information such as current address, responsible party name and date of birth, telephone numbers, and CURRENT insurance card. When we request that you update related forms for us, please be compliant and respectful. It is ultimately for your protection and allows us to better serve you.

1. **NOTE: VERY IMPORTANT: It is required to bring a current insurance card!** There is information on the card that will help us process your claim properly. Please be aware without the card the claim may not be accepted by your insurance or denied due to missing required information. Without the card, you may have to reschedule or, if you choose, pay cash for the appointment. If you have a new policy and have not received the card, obtain a copy of the enrollment information from your employer. It MUST include full ID number (may have 3 letter prefix) and group number. If self-insured you can obtain it from the insurance company. This MUST include full ID number (may have 3 letter prefix) and group number. Again, PLEASE bring current insurance information. It is extremely important and helpful. Thank you.
2. **Copayments and patients without insurance and balances due:** Please bring form of payment with you to the office. We accept MasterCard, Visa, Discover, Personal Check, or Cash \$
3. **HMO authorizations:** If your insurance requires an authorization for visits to a specialist, please be sure to obtain this in advance of the appointment. If this is for return appointment and we are requesting the authorization we must have at least 7-10 working days to obtain the authorization. We will contact you when it has been approved. If you are unsure, please contact your PCP or our office. We participate with several HMO groups. Currently, St. Joseph Healthcare Systems: St Joseph Hospital Affiliated Physicians, St. Joseph Heritage Medical, St. Jude Medical, Hoag Affiliated Physicians and the Prospect Medical Group and its affiliates.

4. **APPOINTMENT CANCELS, RESCHEDULES OR NO SHOWS**. Due to our extremely full schedules it is important to keep your appointments. It is your responsibility to mark down day & time on your calendar. We will do best to send out automated reminder calls 48-72 hours in advance. This will give you ample time to call to reschedule or cancel the appointment. IF YOU DO NOT cancel or reschedule, at least 24 hours in advance or if you fail to show for the appointment, you will be charged \$50.00. If you are delayed and cannot make an appointment on time, please call to advise us of your situation and provide an estimated time of arrival. Any significant delay may require the visit to be rescheduled. We will do our very best to work with you.
5. **PRESCRIPTION REFILLS** : The best time to request your refills is at the time of your office visit with the doctor. Do not wait until you run out to call a request for refill. All refills require the doctors approval. Your doctor may not be in office on any given day. Please contact your pharmacy first and have them fax us the request for refill. FAX # 714-538-1082. Quite often, even an expired prescription (date on your bottle), may be refilled, provided that your visits are up to date and any laboratory testing has been performed (if required). If the request is denied and you need to schedule an appointment, you will be notified either by this office or by your pharmacy. Do NOT call after office hours to request a refill, our phone answering service will not be able to assist you.
6. **Prior authorizations for Rx** There are more and more medications that insurances are requiring prior authorizations. We will place the request for the medication to your pharmacy and if prior authorizations are needed, we will then recommend the generic. In some rare instances, even a generic is requiring authorization. If the doctor prescribes ONLY the brand name, we will attempt to get an authorization for the Rx. This process can easily take 4-10+ working days. The pharmacy will contact you when the prescription is ready.
7. **TEST RESULTS**

*Lab Test such as Bloodwork/Urinalysis/Pregnancy> We usually hear back from the labs in 24-48 hours. We will call you with results.

*Pathology results for biopsy or surgery... Please allow 10-14 working days. You will be notified of the results. You will receive a call whether benign (normal) or malignancy (skin cancer) and instructions as to follow-up, if required.

9) **TELEPHONE MESSAGES**

Response time for messages is always as soon as possible! Please be aware that return calls may take up to **24 HOURS** to process and respond. Be sure to leave a contact phone number where it is best to reach you. If you call on a Friday afternoon we may not be able to process and respond until the following Monday.