

**To: ALL PATIENTS**  
**From: Dr. Nancy Lentine**

Dear Patients,

Please note that due to our practice recently increasing in size, we must institute certain policies so that the office can function at the utmost efficiency and to continue our mission to be able to provide premium healthcare for all our patients. We hope that you understand the need to do so.

Thank you.

**January 1 2019 Updated Office Policies for Dr. Nancy Lentine**

1. The amounts of incoming calls for normal results are becoming a burden to the practice. We will call patients with abnormal labs- no need for patients to call. Any results will be discussed at your next visit/phone consult. Any results that need to be addressed prior to your appointment will receive a phone call or letter. If you need copies of labs, they can be provided at the next visit.
2. Blood work must be done every 4-8 months depending on the medications that you are on. There may be no refills on medications until these results are received. Please make sure that you have an updated blood work order prior to leaving the office or hanging up from a phone consult.
3. If refills are not requested at the time of your visit, there will be a **\$5.00 charge** for each prescription that needs to be called in or mailed.
4. Please bring a complete list of medications, supplements/vitamins to each visit.
5. Please bring a brief list of best/worse symptoms to every visit.
6. When calling and leaving voicemail messages, please leave a detailed message including: first and last name, telephone number, and specific details of the problem or question. This makes it easier for the nurse or office staff to have an answer from the provider when they return your call. Please, also, speak clearly and slowly when leaving the message.
7. If your medication needs prior-authorization, please do not continually call the office. We will call you or your pharmacy with the insurance company's decision. If a medication prescribed is denied, we request that you contact the insurer to find out the reason for the denial and preferred medication alternatives. The number that you would need to call to contact your insurance will either be on the back of your card or can be given to you by your pharmacy.
8. Brief phone calls for questions will not be charged as a phone consult. However, due to limited time constraints and high call volume, if a provider or nurse is kept on the phone for a prolonged amount of time (i.e. 10 minutes or longer) or receives multiple phone calls within a week you may be billed for their services and it is an **out-of-pocket expense**.
9. Be sure to schedule a follow up appointment BEFORE leaving the office or call ASAP. The schedules book up quickly and you may not be able to be accommodated unless you follow this procedure.
10. If you are calling the office for multiple supplements, be sure you give the receptionist a complete list of what you need. Take inventory of your supplements prior to calling or email a list to FamilyPractice96@gmail.com.
11. If you are going to other doctor's appointments and need lab results or records sent to them, 48 hour notice must be given unless it is an emergency appointment.
12. There will be no charge for the most recent labs or progress notes to be copied. If you require this, please ask your provider during the visit. Other copies may be charged a minimum fee due to the overwhelming demand by patients for copies which burden's the medical records department.
13. If you need a medical clearance before your surgery, please call and schedule an appointment 10-14 days before your surgery so that everything can be ready on the day of the your surgery.

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Signature

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Date