

Dear: \_\_\_\_\_  
Appointment Date/Time: \_\_\_\_\_  
Location: \_\_\_\_\_  
Physician Name: \_\_\_\_\_

Thank you for choosing UBMD Neurology for your neurologic care. Please arrive 15 minutes early to complete any additional new patient paperwork.

The Conventus medical office building is located at the corner of Main and High Streets, in the Buffalo Niagara Medical Campus. There is underground parking available for patients; the entrance to this parking lot is off High Street. Valet parking is also available at the main entrance of Conventus. Our Williamsville office has its own parking lot.

If your medical insurance plan requires a referral, please contact your primary care physician and request the referral; **we will not be able to see you without a valid referral if one is required by your insurance plan.**

To allow us to provide you the best evaluation and treatment plan, it is important that you make arrangements to have your medical records (progress notes, MRI reports and CDs, labs, diagnostic test results) sent to our office. Please have them mailed or faxed to us prior to your appointment. Bring your MRI films or CD with you. **Failure to have your records sent can result in having to cancel/reschedule your appointment. Records can be faxed to 716, 859.3719.**

**If requested, please fill out all pages of the New Patient Form and include your name and date of birth on every sheet.**

Due to recent changes by the State of New York for the administration of prescriptions for pain management, we will no longer be able to fill prescriptions for pain medications; if you require medications to manage your pain, we recommend consulting your primary care or a pain management specialist.

Thank you again for choosing UBMD Neurology. We look forward to participating in your care.

Sincerely,

The Physicians and Support Staff of UBMD Neurology

For more:  
ubmd.com

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## **WELCOME TO UBMD NEUROLOGY**

We strive to give our patients the best medical care and services. In doing so, we would like to provide you with our office policies and information that you may find helpful.

### **PATIENT APPOINTMENTS**

We book appointments according to the provider's available times. We will make every effort to see you according to your scheduled appointment, as we realize that your time is important as well. Please call the following to schedule appointments:

- Bianca Weinstock-Guttman, MD 829-5055
- Svetlana Eckert, MD 829-5055
- David Hojnacki, MD 829-5048
- Channa Kolb, MD 829-5049
- Alexis Lizarraga, MD, MS 829-5055
- Beth Tacca, ANP 829-5049

If you cannot keep a scheduled appointment, please call the office within 24 hours' notice. There is a \$25.00 fee for missed appointments without calling to cancel ahead of time. TWO missed appointments without prior notification may be reason for dismissal from our practice.

### **REFERRALS**

If your insurance plan requires a referral, you are responsible for securing a referral from your primary physician prior to making an appointment. Please have the referral number and expiration date available when you call. If you arrive for an appointment with no referral, you may be asked to reschedule your appointment.

### **IN CASE OF ANY MEDICAL CONCERNS AFTER REGULAR BUSINESS HOURS**

If you need to reach the physician on call after hours, please call our answering service at 716.712.1380. You should call 911 or go directly to the emergency room if you are experiencing a medical emergency and cannot wait for a return call.

### **PRESCRIPTION REFILLS**

You may call your pharmacy and have them fax a refill request to 716.859.3719. Please allow at least 72 hours for your prescription refills to be processed. If your medication requires a Prior Authorization from your insurance company, there may be an additional delay. Physicians on call at night **WILL NOT** take prescription refill calls. These calls/messages are only handled during regular business hours.

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### **LAB WORK AND HOSPITAL PROCEDURES**

Please be advised that some insurance companies require you to go to a certain laboratory. Please check with your insurance carrier to see where you should go for these services. When possible, we prefer that you use either Kaleida or Quest laboratories.

### **PAYMENT**

Co-pays are due at the time of service – no exceptions. We reserve the right to cancel your appointment if you do not have your co-pay available, unless you have set up other arrangements with our business office. We accept cash, check, credit or debit. For those patients without insurance, payment must be made at the time of services unless an acceptable payment plan has been established with our business office prior to your appointment (\$300 for new patients, and \$150 for follow-up appointments). If your account is greater than 120 days overdue, it may be cause for immediate dismissal from the practice. You will be responsible for your account balance plus an additional 28% collection charge. Additionally, if you have a high deductible insurance plan, you are subject to a \$140 co-pay for a new patient visit, or \$75 co-pay for a follow-up visit, which is due at the time of service.

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