

Office: (908) 233-1444
Fax: (908) 654-0226

324 East South Ave
Westfield, NJ 07090

Medical Associates of Westfield

Patricia Ruggeri- Weigel, M.D. F.A.C.P.
Infectious Diseases & Travel Medicine

Peter J. Weigel, M.D.
Internal Medicine

Patient Office Policies & Procedures

WELCOME. Here at Medical Associates of Westfield we pledge to provide the finest personal service and facility for our patients who will always enjoy a warm, relaxed and comfortable environment. High quality care and patient comfort is our highest mission. Within these walls dwell people dedicated to the total well being of each person who enters. By reaching out to people through ourselves, we can give you the understanding, compassions, and quality care you deserve.

For those of you with Internet Access, you may find additional information and services at our website (www.drswiegel.com). To assist you, we have listed below our Patient office policies and procedures for several key areas. We hope this will assist you when you need to reach us. Please feel free to forward your questions and suggestions, or ask us how we handle any situation that you may have questions about.

Office Information

Office Location:

324 E South Ave, 2nd Floor
Westfield, NJ 07090

Contact Numbers:

Phone: 908-233-1444
Fax: 908-654-0226

Websites:

www.hellohealth.com
www.drswiegel.com
www.westfielddocs.com
Email: info@westfielddocs.com

Travelers Medical Clinic website: Travelersmedicalclinic.com

Office Hours by Appointment for Dr. Peter J. Weigel (Internal Medicine)

Monday: 10:00 am - 7:30 pm
Tuesday: 9:30 am – 2:00 pm
Wednesday: 8:00 am – 5:00 pm
Thursday: 10:30 am - 5:00 pm
Friday: 8:00am - 4:00pm

Office Hours by Appointment for Dr. Patricia Ruggeri- Weigel (Infectious Disease and Travel Medicine)

Monday: 12:30pm – 4:00pm
Wednesday: 9:00am – 11:00pm

When calling our office you will hear a list of the following:

From our main phone menu:

Dial '1' only if you have a medical emergency

Dial '2' to schedule an appointment

Dial '3' to schedule an appointment with the Traveler's Medical Clinic

Dial '4' for lab and diagnostic test results

Dial '5' for prescription refills

Dial '6' for All billing questions

Dial '7' for directions to the practice

To repeat the above press *4

Please note: When our physicians are seeing patients, it is often not possible for them to get the phone. Your physician will address non-urgent matters between patient visits, and an appropriate member of our team will return your call. Urgent matters will, of course, be handled as quickly as possible.

Pharmacy/Prescription Services:

Dial '5' for prescription refills

Please note: we request that you please have your pharmacy fax your prescription request to us at 908-654-0226

The best time to request a prescription refill is during your visit with the physician. We ask that you carefully follow all instructions, question anything that you don't understand, and bring either your medications or a list of your current medications to each and every office visit so that you can review them with your physician. Leave your name, date of birth, phone number, and the name and phone number of your pharmacy, and we will do our best to fulfill your request.

Please allow up to 48 hours for your prescription request to be processed. Prior-authorizations may take longer depending on your insurance company so please allow ample time for this to be processed.

Lab, Diagnostic, and X-Ray Service reports:

Dial '4' for lab and diagnostic test results

While some services are available on site, others may require a separate visit to the hospital or lab. Our office will provide instructions and directions to you when you are in need of these services.

Referrals to outside services must be reviewed and approved by our physicians before being processed.

Test Results must also be reviewed and signed off on by our physicians before discussing them with our patients. This policy ensures that you are getting the best information available.

Accessing Medical Records:

HelloHealth.com: Your records are available online 24/7 once you've signed onto the patient portal for access:

Release of Records to a Specialist: If you need lab results sent to a Specialist for an upcoming appointment, please have that doctor's office fax us over a request on their office letterhead. We must also have written consent from you prior to release. You must notify our office at least 48 hours prior to your appointment with the name, phone and fax number of that physician. Once

we've received and reviewed your request we will ensure that your records are faxed to the specialist's office within 24 hours.

For a Complete Copy of Your Medical Record: If you need a copy of your entire medical record for a transfer to a new PCP or Specialist there is no charge for this service (consent on their letterhead is required!).

However, if it is for personal reasons, life insurance, Workman's Compensation, or for any other reason, you must sign a Release of Medical Record Information and fax or mail it to our office. Please allow up to two weeks for your request to be processed. There is an administrative fee for copying your medical record depending upon the number of pages that are copied.

Our fee is \$1.00 per page with a \$10.00 search fee, in accordance with the New Jersey Administrative Code 13:35G-6.5(c) (4). We must receive payment prior to sending out any copies. You will receive an invoice, if applicable, by fax or mail based upon your request.

Referral Services:

For a referral to another medical office or specialty office, please call our office 908-233-1444 and have available the following information for our receptionist:

Your name,

Date of birth

Phone number

The name of your current Insurance company (please talk to a receptionist if you need to update new insurance information)

The name of the specialist and when and why you will be seeing them

The specialist's phone or fax number

Please check with your insurance company to make sure your specialist is covered under your plan.

Please note – we do not make confirmation calls or send copies of the referral to anyone other than the specialist. **Referrals take 3 to 5 business days to process.**

Appointment Confirmation Policy:

If our office is unable to confirm your medical appointment verbally with you, we do reserve the right to cancel your appointment and reappoint it to another patient. Please be sure to keep us in mind when you change your phone, work or cellular phone numbers to avoid this situation.

Missed Appointment Policy:

To keep our fees from rising, we politely request at least a 24 hour notice if you are unable to keep your appointment. If you cancel in less than 24 hours, we reserve the right to charge a \$30 broken appointment fee. After three missed or broken appointments we reserve the right to politely ask you to receive medical care at another office. If you are a new patient to our office, we will only allow you to miss or break your appointment with our office once. After that, we will be unable to provide medical care to you. We ask that you please try to understand our position on this delicate situation and kindly confirm your reserved appointment with our office no later than 24 hours before your appointment time.

Late Arrivals:

We attempt to schedule our patients as efficiently as possible to reduce your wait time in our reception area. Due to this method of scheduling, it is imperative that we are able to start your appointment at the time we have scheduled for you. If you arrive for your appointment more than 10 minutes late, we do reserve the right to reschedule your appointment for another day and time. As always, we will try our very best to honor your appointment to the best of our abilities with this policy in mind, if our office runs behind for your appointment more than 10 minutes, we will allow you to reschedule your appointment with no penalty to your record.

Payment of Services:

Each patient is responsible for co-payments, co-insurance, and deductibles regardless of insurance coverage. It is **YOUR** responsibility to reconcile any disputes you may have with your insurance company if you are in disagreement with what they've made you responsible for after we've received the explanation of benefits. Please note: the doctors DO NOT discuss fees or any billing charges with patients.

All co-payments are due in cash at the time of service. Any balance due on an account will be discussed with the patient during each visit.

We accept payments by Cash, Check, Money Order, Visa, Master Card, American Express, and Debt Cards bearing any of these logos. You may also make a credit card or debt card payment over the telephone by calling our office at (908) 233-1444.

Please note: We do not process credit card payments under \$25.

New medical office patients are required to bring the following:

*Insurance Card/ Cards, *Drivers License, * Medical Records, * Labs & X-rays

Travelers Patients are required to bring in the following:

*Immunization Record, * Drivers License, *Cash or Credit Card only for payment due at time of service

We thank you for understanding our Patient Office Policies and Procedures. Please feel free to ask any questions you may have.

**Sincerely,
Management and Office Staff**