



COLUMBIA UNIVERSITY
MEDICAL CENTER

In affiliation with
NewYork-Presbyterian Hospital

Columbia Neurology Specialists
Columbia University Medical Center
710 West 168th Street
New York, NY 10032
www.columbianeurology.org

Office Policies and Procedures

Welcome to the ColumbiaDoctors Neurology practice. Our mission is to provide you with exceptional neurological care. In order to facilitate best service and make the most of your time with our providers, we ask that you please review the following policies and procedures prior to making and arriving for your appointment. Additional information about our physicians, subspecialty practices, and research endeavors can be found on the Department of Neurology website at www.columbianeurology.org.

Financial Policy

Prior to scheduling your appointment and arriving for your healthcare visit, please be aware that it is your responsibility to make certain that your doctor participates in your plan and, if applicable, that you have an active referral from your primary doctor before your visit. If you do not have an active referral on file, you may be asked to reschedule your appointment upon arrival. Visit charges and insurance co-payments are taken at the time of the visit. Additional information will be provided at registration for your appointment.

Insurance cards will be checked at each visit so please have your most current insurance card available for verification. If you cannot provide your insurance card, you may be asked to reschedule your appointment.

Appointments

****Please bring a list of your current medications and any relevant medical records including copies of relevant imaging (such as MRI or CT) to your appointment.** Please complete all forms provided by staff in order to keep your medical record up-to-date.

****If you cannot keep a scheduled appointment, please provide at least 2 business days' notice. Please confirm your appointment when notified by our automated appointment reminder system. If you fail to confirm your appointment, your appointment time may change.** You may also inform us of your cancellation by contacting our scheduling department at 646-426-3876, by email at columbianeurology@columbia.edu, or by using the FollowMyHealth ColumbiaDoctors patient portal.

In order to make the most of your time with the provider, please arrive approximately 30 minutes prior to your scheduled appointment time in order to complete registration requirements. The Neurology Central Registration Service is located on the first floor of the Neurological Institute. If you arrive late, we will make every effort to accommodate you but you may be asked to wait or to reschedule, if necessary.

In the event severe weather is predicted, someone from our office will contact you the day before or the morning of your appointment to confirm that we are open for business. Questions about the office closing due to weather can be addressed by calling our appointment line at 646-426-3876 or emailing columbianeurology@columbia.edu.

Communication with ColumbiaDoctors Neurology Providers

In the event of an emergency, call 911 and/or go to the emergency room.

While our physicians do their best to return calls in a timely manner, many have professional obligations beyond normal business hours. Please allow up to 36 hours for the doctor to return your call. Many calls are returned in the evening. Please leave both day and evening phone numbers where you can be reached. Please turn off call-blocking, call-intercept, or any service which may prevent us from reaching you. Telephone calls between a doctor and patient should

not be treated as a substitute for an office visit. Major discussions about symptoms, diseases, treatment plans, etc. should take place during an office visit. Please do not call the appointment line to reach your physician after business hours. Do not use email to communicate urgent medical problems or questions, and the delivery and confidentiality of email communications cannot be guaranteed or assumed.

General contact information for ColumbiaDoctors Neurology specialists:

- Appointments: 646-426-3876 (646-42-NEURO);
- Non-Urgent Prescription Refills: 646-426-3876 (Select Option 5);
- Medical records requests: 646-426-3876 (Select Option 6);
- Email for scheduling questions: columbianeurology@columbia.edu
- Forms, including the medical records release, are located on our website;
- NEUROONCOLOGY PATIENTS ONLY: Please call 212-342-0571 for Appointments, Prescription Refills, and Medical Record Requests.

Prescription refills

Please obtain prescription refills during your visit. Please be aware of how much medicine you have remaining and avoid calling for refills, especially after office hours or on weekends. If you do call for a refill, provide three business days' notice. We do not call-in narcotic pain medicines or other controlled substances; these must be picked-up during your visit at the office or, in special circumstances, can be sent to you. If you are receiving prescriptions from us you must follow-up in the office at least yearly.

Referrals to other specialties:

Our physicians may refer you to additional specialists to manage your care. While many ColumbiaDoctors physicians participate in the same insurance plans, you can confirm insurance participation at www.columbiadoctors.org. For non-Columbia physicians, we will provide you the physician's name, address, phone number to schedule and confirm insurance information.

Medical Records and Forms

Effective June 1, 2015, we will require a minimum fee of \$20 to be paid prior to the completion of forms not directly related to your medical care, including disability, FMLA Paper work, and insurance applications. To complete these forms accurately, we must review the medical record. Additionally, staff must copy, return to the chart and mail/fax to the appropriate recipient. Our fees are designed to offset the labor costs associated with this process and continue to provide this valuable service to our patients. Expedited forms (completion in less than 10 days) and extensive letters/requests require a fee of \$50. Please contact our medical records office at 212-342-4517 to pay for this service.

Medical records will be provided for a nominal charge (.75 per page). All medical record requests should be mailed or faxed to:

ColumbiaDoctors Neurology
The Neurological Institute of New York
Medical Records Department
710 W. 168th Street
New York, NY 10032
Fax: 212-342-4536

Thank you for choosing the ColumbiaDoctors Neurology for your healthcare needs. We look forward to providing you with exemplary neurologic care!