

Registration Packet

At your first appointment, you will be asked to complete a patient information form and patient history form. This information assists your physician in your care, therefore complete and accurate information is important. To facilitate the registration process, you may go to our websites listed below to download our registration packet and bring it in with you. If you are unable to download our registration packet, please come to your appointment 30 minutes early to allow time to complete.

Enhanced Access to Medical Care—Call Us First!

We want to be the first phone call for all of your healthcare needs (other than an emergency 911 call) and will make every attempt to see you promptly. In addition, our clinical coordinator will work with specialist offices or covering physicians to provide you timely access to care. Rather than a prolonged and expensive visit to the emergency room or to an unknown physician, call us to see what the best options are.

Same Day Appointments

It is our goal to provide you with high quality, convenient medical care. If you have a medical problem you believe requires “same day” attention, we encourage you to call as early as possible during our office hours to schedule an appointment. Although every physician reserves a significant number of appointment times for “same day” appointments, these appointments may be taken quickly and could result in long waiting times.

Cancellation of Appointments

We ask that you provide at least 24 hours advance notice to cancel an appointment. If, however, due to circumstances not under your control, you are unable to keep your appointment and are also unable to provide at least 24 hours advance notice, please let us know as soon as possible so that we may schedule another person requiring care.

Coordinated Care

Your Medical Home Team will help coordinate appointments, testing, procedures, screenings and treatments. Your physician and team will communicate with specialist practices, emergency rooms and hospitals, making sure important components of your medical history are transitioned. If you are seen by another provider or in another facility please make sure that we receive a copy of the consultation report or test results so that we may incorporate the information into your medical record. You can do so by filling out a Record Release form at our office.

Referrals for Specialty Care

If your insurance company requires that you obtain a referral from a primary care physician prior to seeing a specialist, they also require your primary care physician to conduct a medical evaluation of your medical problem and your need for specialty care. Therefore, if you believe you need to see a specialist, we ask that you make an appointment with your primary care physician so that he or she may evaluate the problem and make a determination of the need for the referral. If you need your referral renewed, please notify us at least one week in advance of your appointment with the specialist to allow us the time to prepare the referral.

Prescription Refills

Please call your pharmacy regarding refills on medication at least 72 hours in advance to allow sufficient time for the pharmacy, and for your physician, to receive and respond to your request before you run out of your medication. For maintenance medication, your physician will normally provide refills to last until it is time for your next office visit. If you are out of refills, this may indicate that it is time for you to schedule an appointment with the physician.

Telephone Calls

Should you have a brief question or feel the need to speak to your physician by phone, we are available to answer phone messages usually during the noon hour or at the end of the day. The nurse or medical assistant may be asked to return your call after discussing the matter with the physician. It is preferable that the evaluation and treatment of medical problems be conducted during a scheduled office visit with your physician where you can receive adequate care and attention. We appreciate your understanding and consideration in this regard. After hours, you can reach us by calling the main telephone. The answering service will connect you to a Riverside provider promptly. For the Pediatric Group, after hours calls are referred to Hackensack University Medical Center's Pediatric ER.

Laboratory Services

We have removed the inconvenience of blood draws for our patients. In all of our offices we offer on-site laboratory technicians to avoid unnecessary, extra trips to a laboratory. Please contact your office for laboratory hours.

We thank you for allowing us to participate in your health care and hope the above information will assist you in obtaining prompt and convenient medical care.