



About Our Practice:

- ❖ We strive to stay as close to your scheduled appointment time as possible. Please ensure that you arrive on time and check in with our office upon your arrival. In addition, we must have your current insurance and demographic information on file.
- ❖ 48 hour notice is required for all appointment cancellations. The only exception is an emergency.
- ❖ Insurance plans requiring referrals and co-payments are due at the time services are rendered. Your appointment will be re-scheduled if you do not have your referral. Please have your referral number or paper referral in hand upon check in. We are not responsible for calling and obtaining referral information. By law we are required to collect your co-pay at the time of service. For payment we accept cash, check and credit cards. (Please see our financial policy for more information.)
- ❖ Dr. Markowitz participates with the following Insurance Plans:
  - Medicare
  - Aetna
  - Cigna
  - Empire Blue Cross & Blue Shield
  - Oxford
  - United Healthcare for Columbia University Employees only
- ❖ Prescription Renewals will be phoned in by the end of the business day for standard scripts. Prescriptions requiring a pre-authorization will be processed on a Monday or Thursday in the order in which they are received. We strongly advise calling the office when you are down to your last week of medication as sometimes the authorization can take a couple of days to be approved.
- ❖ Lab/Diagnostic Testing Results – When the doctor orders lab and/or radiology testing and the results are of immediate concern you will receive a phone call from the doctor as soon as the results are in. If the results are NORMAL please expect a dictated letter in the mail from the doctor within 5 – 7 days of the results being received, which is about 1-3 days from the date of testing.
- ❖ Procedure Reports and Biopsy Results - If you have a procedure you will receive a copy of your report in the mail within 3 days of the exam date. Biopsy results are handled in the same fashion as stated above for lab results.

Thank you for your attention and cooperation.

*Dr. Markowitz and Staff*

[www.drdavidmarkowitz.com](http://www.drdavidmarkowitz.com)