



**Office Hours and Appointments**

*Office Hours* - Our offices and telephones are open Monday s and Thursdays from 9:00 am to 5:00 pm, Tuesdays from 1 pm to 8 pm, Wednesdays from 9am to 4pm, and Fridays from 9 a.m. to 1 p.m.

*Scheduling an Appointment* - When scheduling an appointment, please describe your needs to our staff so that an appropriate length of time can be reserved for you. We attempt to schedule appointments to accommodate our patients' needs. We also make every effort to see patients at scheduled appointment times, as we realize that your time is valuable. However, sometimes we do fall behind schedule or are called out of office to attend deliveries or to handle emergency cases. Our staff will attempt to notify you by telephone so that you can choose to either keep your appointment time or reschedule it.

*Canceling an Appointment* - If you cannot keep your appointment, please give us at least 24 hours notice. Additionally, if you will be unavoidably late for your appointment, please call us to let us know. If you arrive very late, we may need to reschedule your appointment. **In order to maintain an efficient practice that is responsive to our patient's needs we may refuse to provide further service if a patient has "no-showed" 3 times.**

Canceling an Elective Surgical Procedure – Setting up surgical procedures is a complicated process involving coordination of hospital operating room schedules, insurance pre-certification, pre-operative lab tests, and a host of administrative tasks. **Patients who cancel an elective surgical procedure with less than 48 hours notice will be assessed a \$100 fee.**

**Fees & Payment**

*General Policies* – Our fees are based on the usual and customary professional fees for obstetrics and gynecology in the Camden County/Gloucester County. We are committed to remaining as accessible to our patients as possible. This is why we accept many health insurance programs. Our staff will do its best to verify your insurance coverage and specific benefits. If your services are not covered by a health plan or we cannot verify coverage, we will expect payment for office services at the time of service. We accept cash, personal checks, VISA, MasterCard, and Discover. You will be given a complete statement of office services and charges.

*Maternity Care and Surgical Procedures* – We will file a claim with your insurance company for maternity care and surgical procedures, but will make arrangements with you for payment of all deductibles, co-payments or other charges that are the patient's financial responsibility.

*Co-Payments* - Co-pays are due at the time of your visit. If you cannot pay your co-pay at the time of service you will be provided with an envelope to mail your co-pay. **Co-pays that have not been received within 7 days of service will be subject to a \$15 billing assessment.**

If you are being seen for an annual routine examination and the doctor addresses a problem you are having at that time, please be aware that your insurance company may assess an additional co-pay.

**Confidentiality**

As required under federal HIPAA regulations you will be given a copy of our Notice of Privacy Practices at your first visit. If you want a copy of your records sent to another physician we will require a written authorization from you. Due to the time and expense involved in reproducing patient records **we charge \$1.00 per page, up to a maximum of \$100 for patient record requests.**

**Prescriptions and Refills**

Try to request new prescriptions or refills at appointments, when possible. Keep in mind that many pharmacies do not routinely carry all prescription drugs. Therefore, try to call for a refill a few days prior to taking your last dose to give the pharmacy a chance to order your drug.

Please call our Nurse during office hours for questions or requests for prescription refills, as we must review your medical chart. Please have your pharmacy's phone number available. We discourage prescribing new medications over the telephone, as an accurate diagnosis is usually possible only with an office visit.

**Emergency Care**

Please limit after-hour calls to urgent and emergency needs. If you have an urgent medical situation, call our office at 856-232-0050 to reach our answering service. They will contact Dr. Kanoff immediately; please stay on the line while your call is routed to the doctor.

**Telephone Calls**

Try to call with routine questions during our regular office hours. When calling with a problem or question, describe the situation in detail to our staff. This will help the doctor determine the nature of the problem and respond quickly and accurately to your request. Either a staff member or Dr. Kanoff will return your call as soon as possible.

Unless the situation is very urgent or an emergency, calls will usually be returned during lunch or after the last patient appointment of the day. Please make sure you leave a number where you can be reached at these times.