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Board Certified Hematologists/ Oncologists

OFFICE POLICIES

To Better Serve Our Patients

Dr. Kenneth D. Nahum, Dr. Randi J. Katz, Dr. Raghu K. Kunamneni and staff wish to serve all of our patients to the best of our ability. Due to the extreme volume of patients and patients' needs, the following policies have become necessary to help us better serve all our patients.

Appointments

We try to remind all of our patients of appointments at least 1 day prior. **This is just a courtesy call.** It is ultimately the patient's responsibility to remember their appointment and referral, if needed.

24-hour notice is required when canceling an appointment. You will be charged **\$25** if you fail to notify the office. Your appointment will be rescheduled for the next available time.

Insurance

It is the patient's responsibility to verify their insurance coverage and to understand the extent of that coverage. If a claim is denied, **payment must be sent.** It is your responsibility to follow it up with your insurance.

Returned check fee is \$25.00; we accept cash, checks, and credit cards.

Laboratory Work and Testing

Blood work is drawn on most patients at the time of their visit. It is the policy of our office to call patients with their results, only if there is an abnormality.

Record Release

Patients who need copies of their records will need to give at least **72 hours** notice and must pick up the copies in the office and sign the release form. We do not mail records.

Referrals

If your insurance requires referrals, it is your responsibility to know when a new referral is needed. Referrals must be obtained from your primary physician's office. They can fax a copy of the referral to the office.

If you do not have a proper referral, your claim may be denied and you will be responsible for paying the cost of that visit. **There is absolutely no exception.**