



EASTERN LONG ISLAND FAMILY MEDICINE, P.C.
CHRISTOPHER NG, M.D.

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Welcome to Eastern Long Island Family Medicine, P.C.

We are happy to have you join our Practice as a new patient. We have put this packet together for you so that we can share some important information about the Practice.

Our current hours for appointments are:		The hours you can reach us by phone are:
Mondays	9:00-4:30	9:00-4:00
Tuesdays	9:00-1:00	9:00-4:00
Wednesdays	11:00-6:00	9:00-5:00
Thursdays	12:00-8:00	9:00-5:00
Fridays	9:00-3:30	9:00-3:00
Saturdays	appts starting at 9:00	starting at 9:00

For your convenience we offer:

- After hours coverage through our physician call coverage group.
- Ultrasound and nerve conduction testing at our office provided by an outside radiology facility.
- Placement of Holter Monitors
- DOT, Hazmat/OSHA, Fire Department, and Occupational Physicals
- Skin Exams
- Joint Injections
- Flexible office hours
- Saturday appointments for emergencies.

We ask that you please arrive 10 minutes early for your first appointment to fill out the required paperwork.



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To Our Patients:

Welcome to Family Medicine. We are glad to be able to take part in your healthcare needs, and are committed to providing you with the best care we can. Our hope is for us to form a partnership that will keep you as healthy as possible, no matter what your current state of health. We will share our medical expertise with you, and hope that you'll take responsibility for working toward the health lifestyle that is important to your well-being. All of us can each day work one step closer towards a healthier life.

Some important steps you can take:

- Eat a diet low in fat and high in vegetables and fruits.
- Exercise at least three times a week.
- Wear your seatbelt whenever you're in a car.
- Learn ways to deal with stress and tension.
- Maintain ties with your family, neighbors, co-workers, and community. We all have a lot to offer.
- Don't smoke or use tobacco products.
- Drink alcohol in moderation, if at all, and never drive when you have been drinking.

We look forward to personally working with you towards these goals, by either personal expertise, reading material, or by appropriate referral towards other physicians. Here at Eastern L.I. Family Medicine, Dr. Christopher Ng is available to help you be as healthy as possible.

We want everyone to be involved in our health maintenance program. Everyone joining the practice should have a complete physical exam, followed by periodic check-ups to test for specific diseases.

Dr. Ng provides care for patients of **ALL** ages. He also provides routine care, including: pap smears, endometrial biopsy, family planning, immunizations, colposcopy, skin procedures, and joint injections. He has admitting privileges at Mather Memorial, St. Charles, and Stony Brook University Hospital. His special interests include: Dermatology, Diabetes, Pediatrics, Woman's Health, and Sports Medicine. He is on the teaching faculty at Stony Brook and is committed to educating our future physicians.

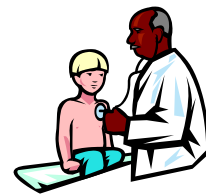
Christopher Ng, M.D.

Did you know Dr. Ng can provide:

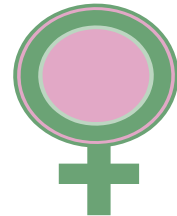
General Medicine: Complete physicals, acute and chronic care, same day emergency visits. Laceration repair and treatment of skin conditions.



Pediatric care: Well and sick child care, immunizations and newborn hospital care.



Gynecology: We provide pap testing, breast exams, and birth control services



In office surgery: Cryosurgery, removal of warts, moles, skin lesions, and skin tags.



Please Note:

Prescription Refills

All prescription refills will be handled at office visits. Let Dr. Ng know before you leave that you need medication renewals. Please make sure you make a follow up appointment with Dr. Ng before your prescription runs out.

Referrals

Referrals require 72 hours notice

Administrative Fees

\$50 for not giving 24 hours notice for cancellation of appointment.

\$10 for not paying your copay at the time of service.

Medical Clearances

The medical evaluations take approx 7 days after your appointment to get to your surgeon. Please plan accordingly for this.

Specialty Referrals

Specialty Referrals and Managed Care

If you belong to an HMO, your insurance company may have asked you to choose a “primary care provider” to manage your health care needs. Family physicians are well-qualified to fulfill this role. We have been trained to provide cradle-to-grave care for you and your family. We diagnose and treat diseases from skin rashes to heart attacks. We are skilled at preventing disease. And we want to build doctor-patient relationships based on mutual trust and respect.

Family physicians can treat 85 to 90 percent of their patients’ medical problems. How do we handle the few problems we are unable to treat? We refer patients with those problems to the appropriate specialists.

The referral process

Referrals work pretty much the same for all patients, with one exception: If you are in an HMO, we can generally refer you only to specialists who participate in your HMO. That is, if a physician is not on your HMO’s list of “participating providers”, your HMO will not pay for visits to that physician. To check, simply call your health plan’s customer service line or consult its current provider directory.

We hope you have chosen us as your primary care providers because you trust us to give you quality health care. Part of that trust involves trusting us to decide when to call in a physician who specializes in certain health problems. We refer patients only after we have had a chance to evaluate their conditions. For example, if you had an earache, you would not immediately seek the care of an ear, nose, and throat specialist. Instead, you would visit our office so that your family physician could diagnose and treat your earache appropriately. If your case required special treatment, your family physician would then refer you.

Once your family physician has made a referral, you must let the front desk know that your insurance company requires a referral. As most referrals are done online, we will submit it for you and you will be free to make your appointment. The specialist will then work with your family physician to diagnose and treat your special problems. Once the specialist has completed his or her evaluation or treatment, your family physician will continue your care.

Payment Policy

- **Insurance.** We participate in most insurance plans, including Medicare. If you are not insured by a plan we do business with, payment in full is expected each visit. If you are insured by a plan we do business with, but don't have an insurance card, payment in full is required for each visit until we can verify your coverage. Knowing your insurance benefits is your responsibility. Please contact your insurance company with any questions you may have regarding your coverage.
- **Co-payments.** All co-payments must be paid at the time of service. This arrangement is part of your contract with your insurance company. Failure on our part to collect co-payments from patients can be considered fraud.
- **Non-covered services.** Please be aware that some of the services you receive may be noncovered or not considered reasonable or necessary by Medicare or other insurers. You will be responsible for these services.
- **Proof of insurance.** All patients must complete our patient information form before seeing the doctor. We must obtain a copy of your driver's license and current valid insurance card. If you fail to provide us with the correct insurance information in a timely manner, you may be responsible for the balance of a claim.
- **Claims submission.** We will submit your claims and assist you in any way we reasonably can to help get your claims paid. Your insurance company may need you to supply certain information directly. It is your responsibility to comply with their request. Any balance your insurance company says is your responsibility must be paid. If the balance remains unpaid, they will be sent to our collection agency.
- **Coverage changes.** If your insurance changes, please notify us before your next visit so we can make the appropriate changes to help you receive your maximum benefits.
- **Missed appointments and non-payment of co-pays.** Our policy is to charge \$50 for appointments not canceled within a reasonable amount of time. We ask that this courtesy be given so that other patients may be given the opportunity to make an appointment. There is also a charge of \$10 for not paying your copay at the time of service.