

Marilyn M. Jackson, MD, MPH PLLC

Office Policies

Welcome

Welcome to this practice. Quality patient care and patient satisfaction are the main goals of our practice. We appreciate your selection of this office to serve your health needs. We hope the following information is useful for you.

Appointments:

Office visits are by appointment only. We urge you to call as far in advance as possible for your routine appointments. If you must cancel an appointment, **please give us 24 hour notice** so that we may offer your appointment time to another patient. Failing to cancel an appointment will result in a “no show” fee in the amount of \$25.00. We ask that our patients do their best to be on time for their appointments. Lateness is unfair to other patients who are being seen that day. Occasionally, the doctor will have emergencies that will cause a delay. We ask for your patience and understanding.

Urgent Visits:

There are limited daily urgent visit slots. **Please inform the receptionist if your matter is urgent;** we will do our best to accommodate your needs

Office Hours:

Tues. 10am-7pm, Wed. 2pm-8pm, Thur. 9am-2pm, Fri. 9am-3pm, every other Sat. 11am-3pm, every other Mon. 9am-1pm

After Hours Emergencies:

During the evenings, weekends and holidays there is always a provider on call and available to handle emergencies for established patients. Please call the regular office number 212-247-8023 to retrieve the emergency number at the end of the message. Please leave a clear message with a return phone number. Inactivate the caller-ID block on your phone to allow the provider to return call.

Medication Refills:

It is always best to obtain any refills at the time of your visit. Due to insurance restrictions, we prefer to limit phoning in prescriptions to pharmacies. However, we will work to accommodate our patients by phoning in prescription refills to pharmacies when stopping by the office causes a major inconvenience. We are unable to phone in prescriptions for controlled substances. We prefer that you call in advance and pick up prescriptions for controlled substances from the office. As a convenience for patients on controlled substances chronically, we will occasionally mail out prescriptions.

Referral Request:

If your request is for a new referral, an appointment should be made with the doctor first.

Forms:

Employment and school forms generally take 4-5 business days to process. There is a \$25 administrative fee

Billing Inquiries:

Please call our general number and speak with Dr. Jackson

Test Results and Routine Matters:

Whenever possible we attempt to provide patients access to our patient portal where results can be seen and reviewed online. If you are not on the patient portal you may call in for results. For routine matters and results, the receptionist will take your number and your call will be returned within one business day. If you have access to the patient portal, you may communicate questions to the doctor via the portal outbox. **If the matter is urgent please inform the reception staff.**

Insurance:

The insurance contract is ultimately between you and your insurance company. It is important for you to provide us with correct and complete insurance information. Please check to see that Dr. Jackson is identified as your Primary Care Physician and familiarize yourself with your plan's copays, policies for immunization and referral procedure.