

**Central Jersey Family Medical Group, PA**  
**Dr. Jared B. Newman ~ Dr. Joseph A. Bordieri**

**Patient Handbook**

Our mission is to provide compassionate, quality health care that honors diversity, inspires wellness, and improves our communities.

At Central Jersey Family Medical Group, P.A.,(CJFMGPA) we believe in partnering with you to help you reach your health care goals. As partners, we ask that you take an active role in your health care and we will provide the guidance and advice to support you.

The decisions you make in your daily life affect your overall health. Your provider at CJFMGPA can offer you help to get the most from your health care.

**Here are just a few tips for a healthier life:**

- Enjoy a nutritious diet-limit fats and sugars
- Get plenty of rest
- Develop good coping skills to help you manage stress
- Don't use harmful substances-such as drugs, tobacco, and excessive alcohol
- Take your medications as prescribed
- Do not take someone else's medication
- Plan ahead-don't run out of medications
- Learn about resources that might help you
- Write down any questions you have for your doctor to get the most out of your visit
- Keep all of your appointments with us

**Your Responsibilities as a Patient**

You are responsible for:

- Being an active participant in your own health care.
- Following the treatment plan you and your doctor develop
- Allowing your doctor to consult with other health care professionals about your care
- Keeping scheduled appointments and calling in advance to cancel appointments
- Being courteous and respectful to staff and other patients
- Not being under the influence of drugs or alcohol when you are attending your appointment with us
- Arranging for payment of medical bills

- Giving your doctor correct and complete information about your health history, such as your allergies, past and present illnesses, medications, and hospitalizations.
- Informing staff right away if there are changes in your name, address, telephone number, insurance information, or emergency contact information
- Knowing if your insurance requires a referral
- Giving the staff a 72 hour notice for referrals
- Giving the staff a 72 hour notice for all medication refills

### **Your medical appointment**

Remember to bring to every appointment:

- Your insurance card
- Co-payments
- Identification

### **Day of your appointment**

- Arrive 10 minutes before your medical appointment
- Complete all necessary paperwork and have insurance card and co-payment ready
- You will be checked in by the front desk. Next you will be pulled back by one of our trained medical assistants, where we will check your height, weight, blood pressure, and pulse
- Your primary care provider will ask you about your medical history and examine you
- They will discuss your treatment plan (test, labs, referral, etc.)
- Before you leave the office, go to the check-out window to check out, to pick up scripts, tests, referrals and schedule your next appointment before you leave

### **Walk-in sick visits**

To accommodate sick patient needs; we offer walk-in visits. These hours are typically for patients with simple problems such as cough, cold, rash, sprains, stomach viruses, etc. We strive to have all walk-in patients seen in a timely manner. Patients with scheduled appointments will take priority. This sometimes may result in a longer waiting time. We apologize in advance if this should happen.

### **Physicals**

Insurances cover at most one physical a year. When a physical is scheduled it must be one year and one day after your last physical. We ask that you come 15 minutes prior to your appointment time for your physical. If there is a need to cancel or reschedule, kindly give our staff a **48 hour** notice.

### **Preoperative Clearance Exams**

Patients having surgery often require a preoperative exam and tests. It is **your responsibility to ask your surgeon** if a pre-op clearance is necessary from your primary doctor. We recommend having the pre-op clearance at least 2 weeks prior to the procedure to assure all recommended test results are received. Otherwise this may result in a delay of your procedure.

### **Late Policy**

Being late for an appointment may result in a need for rescheduling, unless the current office schedule allows for the lost time. In an effort to accommodate your appointment you will incur a longer wait.

### **Cancellations**

Approximately 5% of patients do not show up for their appointments. When a patient does not show up, other patients are deprived of time they could have been seen. There may be a charge of a **\$25 "no show" fee** in the event that you do not call with at least 24 hours notice to cancel an appointment or a **\$50 "no show" fee** for a missed physical not canceled within 48 hours. This fee is not covered by insurance, but you will be responsible for the fee.

### **Co-pays**

We have contracted with your insurance companies at set fee rates. These contracts include co-pays as such part of the fees we receive. You are contractually obligated per your agreement with your insurance company to pay such fees when you see the doctor. **No patient will be seen without first paying their co-pay. We accept cash and credit cards NO CHECKS OR AMERICAN EXPRESS.**

### **Lab/Test results**

Normal lab tests typically take about 3-7 days. If you have not heard from the office by the 7th day you may call for your results. For **ABNORMAL RESULTS** you will be contacted by the office staff or doctor. If you are contacted by an office member and you have major questions for the doctor, a follow-up should be scheduled. For minor questions the doctor will be given the message and you will be contacted by the doctor or office member with your answer.

In some instances the doctor may wish you to follow up to discuss the results in person. The office staff member who calls you will offer you an appointment. You may come in and pick up a copy of the results.

### **Phone Calls**

The doctors understand patients often have questions about their care that they forget during their visit or come up at times. If you cannot come in, please leave a message. Be sure to leave a concise question and contact phone number. **THE DOCTORS ONLY PERSONALLY RETURN NON-URGENT CALLS DURING LUNCH AND BRIEFLY AFTER HOURS.** They review messages several times during the day and

you may receive call backs from the office staff with messages. The doctors receive a high volume of calls per day, if they were to personally answer every call they would never have time to see patients. Should you really need to speak with the doctor the best course is to schedule an appointment

### **Referrals**

Our office requires a 72 hour notice for all referral requests. The referral system **does not** allow us to back date a referral. It is your responsibility to know if your insurance requires referrals for a specialist.

### **Pre-certifications**

Some insurance companies require pre-certification (permission from your insurance to go for test being ordered) to be done before they will cover certain procedures i.e., MRI's, CTscans, PET scans, etc.) Typically they take at least 48 hours to process, but they may take longer. We have no control over the process once we submit the request to the insurance company. We recommend **NOT** scheduling your appointment for this test until you have the authorization number from our office. We are **not responsible for any charges incurred** if you have the test before it is authorized.

### **Prescription refills**

It is your responsibility to keep track of your medication refills. **DO NOT wait till the last minute.** Our office requires a **3 business day notice** on all medication refills. Certain medications require routine follow-ups and/or routine blood work

### **Controlled Dangerous Substances**

"Controlled Substances" refers to substances such as, but not limited to, opiates (narcotic analgesics), benzodiazepine tranquilizers, and barbiturate sedatives. These substances can carry the risk of side affects, **addiction**, or a relapse in a person with prior addiction.

### **Our office rules for controlled substances**

- **No sharing and/or selling of these medications**
- **Must be obtained from the same pharmacy when possible**
- **Changes of pharmacy must be given to our staff immediately**
- **All controlled substances must come from Dr. Jared Newman, Dr. Joseph Bordieri, or another physician/nurse practitioner covering our practice.**
- **These meds will not be replaced if lost, destroyed, left on an airplane, eaten by your dog etc. If stolen a police report must be made**
- **All routine follow-ups must be kept. No refills will be made if appointments are habitually missed**
- **No refills will be given after hours or on weekends**
- **Early refills will not be given**
- **These rules will be strictly enforced!!**
- **Violation of these rules, may result in termination from our practice**

### **Fax Policy**

Although we will fax all medical related information to other doctors' offices and facilities, there is too much potential for information not being received. We urge you to come in for a hard copy of all information. No information will be faxed to an unsecured fax such as a home fax.

### **Mailing Out**

Nothing shall be mailed out to patients without a patient provided self addressed stamped envelope.

### **Vaccines**

We do not stock all vaccines. Should you need a vaccine that we do not have in stock two things can occur. First, you may pre pay for the vaccine, for which you will be given a receipt that can be submitted to your insurance company. The second option is, we can send you to a vaccine service center or pharmacy and you may get vaccinated there.

### **Letters and Forms**

There is a five business day notice for all typed letters, physical paperwork, and disability forms.

### **Office charges**

- A typed detailed medical letter- \$100.00
- Physical paperwork which does not require an appointment because a physical was done within the year- \$25.00
- Disability Forms **less** than 2 pages- \$25.00
- Disability forms **more** than 2 pages- \$50.00

### **After Hour Coverage**

Our office is open 6 days a week most weeks of the year. If an **EMERGENCY** should arise and the doctor on-call needs to be reached, you can do so by paging the doctor at **(732)-631-7733**. **Please remember this is only for True Medical Emergencies**. All non-urgent matters should be addressed during normal business hours. Patients found abusing this privilege will be charged a fee of \$25.00 per offense.

On days we are closed we also recommend Brunswick Urgent Care located in East Brunswick and Franklin Park. **This facility is open weekends and holidays.**

East Brunswick location 641 Route 18, Phone- 732 955 6765

Franklin Park location 3185 Rt. 27, Phone-7324224889

### **Phone numbers you may need for our office**

- **Office- (732)-521-1210**
- **Fax- (732)-521-1239**
- **Billing- (908)-325-6322**
- **Paging service- (732)-631-7733**