

Princeton Integral Endocrinology

Maria Benito-Herrero, M.D.

A guide to our OFFICE POLICIES

Welcome to Princeton Integral Endocrinology!

These office policies reflect what you can expect from us and what we expect from you. They are designed to optimize your healthcare experience with our practice. We sincerely appreciate you reading them carefully. Then print, sign, and bring with you during your initial visit.

1. HOURS OF OPERATION

Our office is open Mondays, Tuesdays and Thursdays from 9AM to 2PM and Saturdays from 11AM to 4PM. Office visits are by appointment only.

2. OFFICE CONTACT

Phone and email are the best ways to communicate with us. Dr. Benito is available for questions or problems concerning your care 24/7. You can call 609-649-3161 and leave a message. Alternatively you can send an email to

mbenito@princetonintegralendocrinology.com.

Urgent messages will be returned on the same day. Non-urgent calls and emails will be returned within 72 hours. We understand that on occasion a text message may be necessary. But please, we discourage text messaging as the main form of contact with our office.

3. APPOINTMENTS

We will do our best to confirm your appointment 24 hours prior to your scheduled visit. Please, call or email us if you have an appointment yet we have not confirmed with you.

4. MEDICAL RECORDS

Requests for medical records are charged as stipulated by the N.J. Medical Society (\$1 per page) to help cover the cost of labor and supplies. Our office will return all requests for medical records. However, it may take between one and three weeks to fulfill non-urgent requests.

5. TEST SCRIPTS

Most requisitions for medical testing are provided at the time of your visit and prior to your follow-up visit, based on your particular needs and treatment as determined by Dr. Benito. On occasion, we might need to send you a requisition between appointments. Any other requests for test scripts outside of an office visit will be charged at \$25 per script.

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6. PRESCRIPTION REFILLS

During your visit, we will make plans for future follow-ups and provide you with enough medication until the next follow-up.

7. TEST RESULTS

We will always call to review your blood test results (unless we have made arrangements for a follow-up visit to discuss them). If you do not hear from us seven days after your test is complete, please call our office.

8. MEDICAL QUESTIONS

A request for medical information or new or revised treatment protocol shall be considered an appointment and you might be asked to make a follow-up visit either by phone or in person.

9. GROUNDS FOR DISMISSAL

Failure to reschedule or keep an appointment on two occasions creates an unfortunate burden on the practice and our ability to serve the broader patient community. We therefore consider such to be grounds for dismissal from the practice. Appointment no-shows are also grounds for dismissal from the practice.

I understand that by signing, I acknowledge these policies

Name (signature and printed)

Date