

Murray Susser M.D.
3283 Motor Avenue
Los Angeles, CA 90034
(310) 479-8909; FAX (310) 479-8916
www.MurraySusserMD.com

About our Office

The following information about some of our office policies will help you to become better acquainted with the way the office works.

Office hours: Monday to Thursday: 9:00 AM - 5:00 PM
Friday: CLOSED
Saturday: CLOSED

Telephone Hours: Monday-Thursday: 9:00 AM to 5:00 PM
Friday: CLOSED
Saturday: CLOSED

Telephone calls to the doctor: Unless in an acute emergency you will not be able to talk to the doctor during office hours. Please leave your question with the office staff. Complex medical issues require an office visit or at least a telephone consultation at regular fees.

Emergencies: In case of a serious medical emergency call 911 or go directly to the nearest emergency room. If you need to reach your doctor outside our usual office hours, call our office number at (310) 479-8909 and follow directions. Be sure to leave your phone number slowly and clearly twice at the beginning of your message. Your doctor will return your message. Please have your pharmacy phone number ready before you call.

Hospital privileges: Dr. Susser does not currently practice hospital medicine. Should you require hospital care, we do have a wide circle of medical consultants to whom we can refer you. Nevertheless we encourage you to stay connected with a physician who does have hospital privileges.

Billing: Fees must be paid when services are rendered. We will provide you with a superbill that has all the information your insurance carrier needs to reimburse you. If you are not sure whether a service is covered by your insurance, we encourage you to call your carrier for authorization in advance.

Lab fees: There is a \$20.00 handling fee for each lab we use with a maximum of \$60.00, a \$15.00 fee for venipuncture and a \$35.00 fee for a lab visit, if you don't have a doctor's appointment on the same day. We pass on our low lab fees directly to you, and we expect payment on the day the lab services are rendered. Otherwise, they will not be sent out to the lab for processing. Be advised that there are certain tests that your insurance carrier may not deem medically necessary and therefore will not reimburse.

Lab results: We will only call you with the results of blood tests or other labs if they contain critical values that need immediate attention. Otherwise, we will discuss lab results during your next doctor visit. Make sure to book a follow up appointment whenever you have blood drawn or any other lab procedure performed.

Changing or canceling appointments: Please let us know as early as possible if you need to change your doctor's appointment. We regret we must charge for missed or changed appointments, unless we are given one full business day's notice. (Business days are Monday to Thursday). For changes within one full business day you will be responsible for the full office visit fee.

Renewal of medications: Unless you schedule a follow up visit every six to twelve months, depending on your diagnosis, we cannot refill your prescription. Renewal of medication should be done well in advance. Except in emergencies, we do not refill medication after office hours when your medical record is unavailable for review. To get a refill please have your pharmacy **fax** us a refill request at (310) 479-8916

Supplement orders: You can fax your order to 310 479-8916, include Credit Card info. You can also call the office and place your order on our Order-Line 310-479-8909.

Parking: The offices include a large free-parking area behind and beside the building. If that is full, there is usually ample metered parking on the street. Most of the metered parking on the street has a 2-hour time limit.

We welcome any suggestions you may have about ways we can improve our service to you. Should you have questions please feel free to ask our staff.

I have read and agree to abide by the above office policies.

Signature: _____ **Date:** _____