

## Insurance Coverage & Referrals

It is **your responsibility** to know and understand your insurance coverage. Information regarding your policy can be easily obtained by calling the customer service number on your insurance card.

It is **your responsibility** to ensure that appropriate referrals are on file with this office. To determine if referrals are needed with your coverage plan, call the customer service number on your insurance card.

## Medical Records

For medical record requests, we have up to **30 days** once the request has been filed with our office. Compliant with Federal HIPAA regulations, we require signed authorizations in order for our office to release medical information to anyone.

## Test Results

For 24-hour EEGs, blood work, and lumbar punctures, please wait **5 days** before calling our office for test results. For other tests, please wait **2 days** before calling our office.

Compliant with Federal regulations, we cannot leave test results on answering machines or voicemail, and we can only release test results ordered by our physicians.

## Family Conferences

We're happy to schedule a "family conference" to discuss the care of your loved one. Please be aware that family conferences with a physician may not be covered by your insurance plan. Please contact your insurance company to verify your coverage before scheduling a family conference.

## Appointment Delays

Occasionally, we may have to delay your appointment time while your physician handles an emergency or a patient with a complicated health issue. We appreciate your understanding. If an emergency causes us to cancel your appointment, we apologize for any inconvenience. We will reschedule your appointment as soon as possible.

## Patient Feedback

We are committed to continually improving our service to you. If you have suggestions or comments when you're in the office, please ask for the Office Manager. Periodically, we may ask you to complete a patient satisfaction survey to help us evaluate our service. You may also feel free to provide your feedback to any of our physicians.

Thank you for choosing Associated Neurologists, P.C.



Associated Neurologists, P.C.

Danbury • Southbury • Waterbury

# Help Us Help You:

## A Guide For Our Valued Patients

Visit our website at  
[www.associatedneurologists.com](http://www.associatedneurologists.com)

or call us at

**(203) 748-2551**—Danbury office

**(203) 755-7367**—Waterbury office

## Telephone Calls

For medical emergencies, please call 911.

We have an automated phone system to expedite your call. Please listen to the menu, select the option that meets your needs, and you will be connected to a staff member who will assist you. If you would like a return call from your physician, be sure to give the staff member a detailed message so that we may provide the necessary information to your physician when he/she returns your call.

Unless emergent, all calls are returned within **2 business days**.

At any time during the automated message, you may dial the extension of your doctor's office:

Appointments x365

**NEW!**

Dr. Alshansky's coordinator x346

Dr. Bonwetsch's coordinator x334

Dr. Culligan's coordinator x303

Dr. Greco's coordinator x358

Dr. Habibi's coordinator x314

Dr. Kremenitzer's coordinator x314

Dr. Markind's coordinator x304

Dr. Mashman's coordinator x315

Dr. Wirz's coordinator x358

Loralee Richter, PA-C: coordinator x303

Courtney Kennedy, PA-C: coordinator x304

Neuropsychology coordinator x368

## Physicians' Schedules

For routine matters, please call on a day when your physician is in our main office:

Dr. Alshansky: off Tuesday

Dr. Bonwetsch: off Monday

Dr. Culligan: off Friday

Dr. Greco: off Monday

Dr. Habibi: off Tuesday

Dr. Kremenitzer: off Friday

Dr. Markind: off Wednesday

Dr. Mashman: off Wednesday

Dr. Wirz: off Monday & Thursday

## Leaving Messages

We understand that it can be frustrating when you are asked to leave a message instead of speaking directly with a staff member. If you reach a staff member's voicemail, it is because that person is assisting a physician or another patient. Please leave a detailed message. For routine matters, we will return your call within **2 business days**. We prioritize return calls based on the nature of the call and the medical issue involved.

When leaving a message, please **spell the patient's last name** and provide a **phone number with area code** where you may be reached.

## Medications

### Refills

Please call your pharmacy for medication **refills**.

### Renewals

Medication renewals are not considered medical emergencies. Please ask for enough medication refills to last until your next appointment. Call us as soon as you notice your prescription is running low. It may take up to **2 business days** for your prescription to be refilled so please take the necessary precautions so that you are not without your medication. After the appropriate waiting time, please check with your **pharmacy** to verify that your prescription is ready.

### Mail Order Pharmacies

It is **your responsibility** to mail prescriptions directly to your mail order company. Please allow adequate shipping time.

Compliant with Federal regulations, we will not dispense prescriptions or sample medications to children under the age of 18.

## Appointments

As a service to you, we use personalized appointment reminder calls. You will receive a reminder call **two days** before your appointment. It is **your responsibility** to keep scheduled appointments. If you need to cancel or reschedule an appointment, please call us at least **24 hours in advance** of your scheduled appointment. Otherwise, you may be charged a missed appointment fee.

Please do not schedule a physical therapy appointment on the same day as a neurology or testing appointment.