

Frequently Asked Questions (FAQ)

For your convenience, following are some of the questions we frequently hear from patients. If you don't see your question answered here, please contact us.

What are your office's appointment hours?

Appointments: Routine office visits and services are available Monday through Friday from 9:00 to 4:30p. Please call 609-936-9100 and ask to schedule an appointment. We will make every effort to accommodate your needs, providing the physician's schedule permits. If you are unable to keep your appointment, please notify our office as soon as possible.

Phone calls: Our staff is available to answer your questions and help you with your medical problems. Our physicians will generally try to return calls at the end of each business day. Telephone Inquiry hours are Monday through Friday, 9:00 a.m. to noon and 1:00 p.m. to 4:45 p.m.

Voice Mail after Hours: If you would like to leave voice mail for our nurses, this can be done through the menu selection at our main office number, 609-936-9100. Voice mail is returned several times each day.

Emergencies: All patients with an emergency surgical issue should call 911 and immediately initiate transport to the nearest emergency room. Our office staff is capable of handling many emergency questions. Should you develop an emergency during our office, our group practice offers the benefit of having an "on call" physician for your emergency evaluation.

Call 609-936-9100; this number is answered 24 hours a day, 365 days a year. If you call after normal office hours, the answering service has instructions for contacting the "on call" physician.

Can I fill out forms in advance of my office visit?

Yes, we request that our new patients complete the medical history, patient registration and HIPAA disclosure forms before coming to see us for the first time, or if you have not seen us in over a year. Access these forms online so you can complete them and bring them with you to expedite your office visit. We ask our patients to update this registration information yearly so that we can know and serve you better. Please bring any medical records, x-rays, test results or other pertinent information, as well as your insurance card, with you to all office visits. We will remind you of these items when you call to make your appointment.

Scheduling Surgery: Sarah Hodge runs our Surgery Scheduling office. Our surgeons operate at many locations and various surgery centers which are scheduled through this office. Planning for surgery can be a stressful time. Questions regarding surgical scheduling or information related to your procedure should be addressed to our surgical scheduling coordinator.

Test Results: We have a tracking system to insure that each patient is notified of their results. It is important to note that pathology or cytology results may take as long as 3-5 days to process. We will call you as soon as we have your results, but if you have any questions regarding your results, please do not hesitate to contact us or leave voice mail for our nurses.

Prescription Refill: Prescriptions and refills are issued during our regular office hours, Monday through Friday, 9:00 a.m. to 4:30 p.m., by calling our nursing voice mail, 609-936-9100. When requesting your prescription or refill, please have your pharmacy phone number and medication information with you when you call.

Insurance: We currently participate with many insurance companies, including traditional fee-for service programs as well as many health maintenance organizations.

Fees and Payment: The encounter form which your doctor will give you at the end of each visit is our guide for services rendered in the office. The encounter form is used to schedule new or follow-up appointments and the information on this sheet is critical for appropriate coding and billing. Please give this form to the exit secretary as you leave the office. It is our policy to collect the payment due from the patient at the time services are rendered. This may only be your co-payment, deductible or co-insurance, but we ask that you pay at the time of your visit. We accept VISA, Mastercard, Discover and American Express as well as personal checks and cash. It is important to us that our patients have a clear understanding of their responsibility to satisfy their financial obligation for services rendered. If you are experiencing financial difficulties, please contact our billing office.

Obtaining your Medical Records: Any patient who would like a copy of his or her medical records may make this request by phone, fax or email. We are usually able to copy a chart within a few days of the initial request and handle emergency requests on a daily basis. Prior to giving each patient his or her records, we do require a medical record's release to be signed, which is compared to the signature on the patient registration form for HIPAA compliance.

Privacy: At Princeton Surgical Associates, PA, we are committed to treating and using protected health information about you responsibly. Read our HIPAA Privacy Notice which describes the personal information we collect, and how

and when we use or disclose that information. It also describes your rights as they relate to your protected health information.

Medical Questions and Concerns: If you do not find an answer to your question, call our trained clinical staff at 609-936-9100 ext. 266. Our clinical staff is qualified to answer many medical inquiries and will confer with a doctor as needed. We experience a high volume of telephone calls, so we ask for your patience and understanding. Our receptionist will take your name and phone number, and someone will return your call as soon as possible. If you choose to leave a voice message for our nursing staff, call 609-936-9100. Voice messages are returned as they are processed during the day.

Billing Office: The billing office is managed by Nora Ritchie. This office is responsible for all billing and coding. All surgical procedures and office visits require a specific code for insurance payments. We make every effort to insure accurate billing and coding. We work with many different insurance companies and, in most cases, submit claims directly to them.