

## **Raymond Raad, MD MPH**

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### **OFFICE POLICIES**

#### **Emergencies**

In the event of a medical emergency, Dr. Raad can be reached on his cell phone, which he will provide to you. If you are unable to reach Dr. Raad, you should call 911 or proceed to the nearest emergency room.

#### **Fees**

Fees are due and payable upon completion of the visit, unless prior financial arrangements have been made.

This office does not deal directly with insurance carriers. Your statement will include all of the information necessary for insurance claims. I suggest that you submit the claim as soon as you receive the statement and keep a copy for your records. The patient is ultimately accountable for all fees due to Dr. Raad.

#### **Cancellations**

Please allow 48 business hours (2 business days) notice for cancellation of an appointment. (i.e. an appointment scheduled for Monday at 11 am would have to be cancelled by Thursday at 11am). A full session fee will be charged for missed appointments or appointments cancelled within 48 business hours.

#### **Email**

You may use email for contact, but please be aware that it is not secure and that there are inherent confidentiality risks. You should not use email communication if you are concerned about any breaches of privacy that may inadvertently occur. In addition, whenever possible, please avoid using it to convey clinical information or to ask clinical questions, as those should be done over the phone or in person.

#### **Medication Refills**

Please allow two business days for a prescription refill if you will not be seeing Dr. Raad before running out of medication. Please leave a voicemail, with your name, birth date, medication name, dose, frequency, and pharmacy telephone number.

I understand and agree to the above office policies.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_