

The Doctors' Center for Health and Healing
Robin Ellen Leder, M.D.
235 Prospect Ave.
Hackensack, NJ 07601
Tel. (201) 525-1155
Fax (201) 525- 0915

TELEPHONE GUIDELINES FOR MY PATIENTS:

These are several things that you can do to make your phone call work more efficiently:

Give the receptionist a detailed message when you call so that I can determine about when best to call you back or whether you need to come into my office. Without sharing the requested information, we will not be able to appreciate the nature of the call, and appropriate handling may be delayed or prevented.

Leave a time and number where you can be reached. This way, we can avoid playing "phone tag". I generally return phone calls during lunch, or , more likely at the end of the work day, which is often quite late. Please tell us how late we may call you.

If someone has not returned your call in what you feel is a significant amount of time, please call again. Messages can get lost in the course of a busy day, or we may get a busy signal or no answer and forget to call again. A reminder never hurts. Do not assume that we do not want to talk to you. If it is important to you that we talk, it is important to us.

Try to avoid waiting until late afternoon or evening to call about illnesses. Try to call during scheduled office hours. This way, if you should need a treatment, especially in the office, it will not be too late to provide it.

Whenever possible, the receptionist will take a message about follow-up of an illness, the treatment or the action of medications. When I receive this message, I will either have the receptionist relay instructions or response to a patient on my behalf, or take the call myself if I think it appears to be necessary. You may also fax one or two simple questions to us, and if it seems appropriate I will fax back and answer. If the list exceeds one or two questions, or the responses are too complex or require lengthier discussion, I will have the front desk arrange and appointment for you.

If you have a general question that will take more than two or three minutes to discuss, schedule and appointment. Tell the receptionist if you feel you need an appointment on an emergency basis. If a matter is truly urgent to you, and you are truly feeling ill please arrange for a same day appointment. Unless I am unable to stay late, I will make it my business to stay and examine/evaluate you that same day in the office.

Please note, per our office policy: the results of laboratory tests will not be discussed on the phone. Make sure to set an appointment to discuss any lab results, when the tests are first sent out. Ask a staff person when the results are expected back and set it up accordingly.

Telephone charge policy: Answering one or two simple questions on the phone, via fax, or via the front desk is done at no charge. To handle lengthy answers or multiple issues, an in-office appointment will be set-up. Occasionally, for logistical reasons, actual visits may be done on the phone. In these cases, fees are identical to those for in-office visits, of the same length and complexity.