

our staff

We pride ourselves in the selection of our staff. Each has been hired to assist us in delivering the finest care available.

Many have received special degrees and education to provide the highest level of expertise in the field. Many of our nurses are Oncology Certified and all belong to the local chapter of the Oncology Nursing Society.

fees and bills

Payment is expected at the time of service. We will cooperate with you in maximizing your insurance benefits. Insurance companies and insurance policies vary considerably in the amount of coverage they provide. We participate with many HMO and managed care plans.

We expect you to fully understand your insurance regulations and be aware of your referral requirements and numbers of visits covered.

Our Patient Services Department can assist you with all your questions. They are located off our reception area. Please speak with our staff if your insurance coverage changes.

For your convenience, payments can be made through Visa and MasterCard.

in conclusion

It is our sincere hope to provide you with the highest quality care possible. We are committed to helping resolve your problems and health concerns. We have provided this pamphlet to facilitate our relationship with you and to help us provide optimum care.

If any problems or questions arise, do not hesitate to bring them to our attention immediately.

Mark D. Lipshutz, M.D.

Paul M. Hyman, M.D.

Kenneth D. Gold, M.D.

Mary Puccio, M.D.

John J. Loscalzo, M.D.

Douglas E. Gladstone, M.D.



HEMATOLOGY
ONCOLOGY
ASSOCIATES
OF WESTERN SUFFOLK, P.C.

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24 East Main Street
Bay Shore, New York 11706
(631) 666-6752
Fax (631) 666-0684

After Hours Emergency:
1-800 501-6695

We appreciate that you have selected us to care for your medical problem. This information pamphlet has been prepared to provide some basic information as regards our office procedures and to introduce ourselves. Please feel free to question any statements made. Further explanation may be necessary.

We are board certified internists as well as board certified hematologists and oncologists.

Our practice is unique in that all patients are taken care of by all doctors together. We feel that the very best medical care can be offered in our medical specialties when the expertise of all physicians is made available on a regular basis. At the same time, we strive to offer the same personal attention and confidentiality that you are familiar with in dealing with physicians on a one to one basis.

We send your referring doctors periodic progress reports. If there are other physicians you would like to receive these reports, please let us know.

One to four doctors staff the office each day where the full range of office services is provided. Hospital care is provided every day by rotating our physicians at both Good Samaritan Hospital and Southside Hospital.

A specialist in Hematology and Medical Oncology is always on call every night and every weekend.

telephone calls and questions

We are available by telephone 24 hours a day, seven days a week. Our office staff has been trained to handle many of your inquiries. In general, a nurse returns most routine phone calls within one hour. Physicians will return their messages as their schedule allows, sometimes this may be at the end of the day.

***If you have an urgent problem,
please indicate to the receptionist
or answering service
that the problem is urgent
and the nurse/doctor must be
spoken to immediately, and that it
cannot wait several hours.***

We make every effort to answer calls directly or with a prompt return call. For those calls left with the answering service, if the call is not returned within thirty minutes, please phone again.

A call may avoid unnecessary delay in alleviating symptoms or may permit an early diagnosis to be made and appropriate treatment given for old or new problems.

appointments

All appointments are scheduled in advance. We try to stay on schedule, although emergencies sometimes arise. Phones are answered from 9 AM through 5 PM every day. Appointments vary each day with early morning and early evening appointments available.

Please arrive on time rather than early or late in order to permit a timely visit for all patients. Please make a return appointment with the secretary prior to leaving the office.

night and weekend coverage

A specialist in Hematology and Medical Oncology is always on call every night and every weekend for urgent calls. For emergency calls after our regular hours, dial directly to our service number, 1-800-501-6695. After hours, our regular office telephone number directs you to the emergency number, as well.

hospitals

We have admitting privileges in Good Samaritan Hospital Medical Center in West Islip and at Southside Hospital in Bay Shore. It is our practice to make hospital rounds every morning, including Saturday, Sunday and holidays. Rounds usually commence around 7 AM and every patient is seen. If while you are a hospitalized patient you or your family desire to communicate with us, please feel free to call us at the regular office telephone number.