

Office Policies and Patient Information

Thank you for selecting our office to help you with your medical care. The following is designed to provide information and answers to some of your questions.

THE OFFICE

Our phones are answered Monday through Friday from 9:00 AM-4:30PM. Patients are seen by appointment only. If you are running late for your appointment, please call. If you are unable to keep your appointment, please call our office one business day in advance to cancel or re-schedule.

You can also visit our website www.nymamed.com for more information regarding our practice and physicians.

DIRECTIONS TO NEW YORK MEDICAL ASSOCIATES



We are located at 635 Madison Avenue between 59th and 60th street. When you arrive, go directly to the 3rd floor.

Subway: The nearest subway is the 5th Avenue stop on the N,R,W trains. You can also take the 4,5,6 trains to the 59th Street / Lexington Avenue stop.

Bus: M1 runs on Madison Avenue

From the George Washington Bridge:

Take the Harlem River Drive South to FDR/East River Drive. Exit at East 53rd street (exit 11). Merge onto East 53rd street and turn right onto Madison.

From the West Side Tunnels:

Go north to 34th street, turn right to the East River Drive North. Exit at Queensboro Bridge (East 63rd Street). Turn left at East 63rd Street and a left at Park Avenue. Turn right onto East 57th street and your first right onto Madison Avenue.

Parking:

There are a number of parking garages near the office. The closest one is on 5th avenue between 59th and 60th street.

Prep Instructions for lab tests taken for check up:

- If your appointment is noon or later, please fast 4 hours before your appointment.
- If your appointment is before noon, please do not eat or drink after midnight.

Insurance Form and Fees:

Most of our doctors are out of network providers, so please be prepared to pay for your visit at time of service. This means that the full fee is due from the patient at the time of the service, and that reimbursement will be provided directly to the patient from the insurance company.

It is the responsibility of the patient to obtain the insurance form from his or her insurance company. We will be happy to help you obtain reimbursement from your insurance company in any way we can. We also have a billing manager that can assist you. You can contact her at 212-249-2680. For Medicare patients, we will file directly on your behalf to Medicare.

Medical Records:

If you would like a copy of your medical record, it is usually processed within 7-10 business days from the original request; and may take an additional 5 days for charts that are in storage. If you are requesting only 1-2 pages, we can normally accommodate you within 48 hours. If your request is medically urgent, we will do everything we can to accommodate you immediately.

We are looking forward to seeing you. If you have any questions or need anything before your appointment, please do not hesitate to contact our office.