

ADULT & PEDIATRIC Urology Group

The doctors' choice for quality patient care.

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STATE-OF-THE ART CARE

- Prostate Cancer
- Kidney Cancer
- Bladder Cancer
- Pediatric Urology
- Incontinence
- Kidney Stone Treatment
- BPH
- Vasectomy & Reversal
- Erectile Dysfunction
- Reconstructive, laparoscopic & minimally invasive surgery
- Cryotherapy
- Robotics surgery
- Adrenalectomy
- Second opinions
- Cancer support groups

IMPORTANT INFORMATION FOR OUR PATIENTS PLEASE TAKE THE TIME TO READ THE FOLLOWING INFORMATION.

In an effort to improve the service we provide our patients, we have compiled this document to help you to better understand how our office operates. The information contained in this document will help you to access our office more efficiently.

Testing

Your physician may order additional tests that we are unable to perform at this office. Listed below are the most common facilities that we refer our patients to:

NAME	TOWN	PHONE #	TYPE OF TESTING PERFORMED
Alliance Imaging	Morristown	973-267-5700	CAT scan, X-Rays, Ultrasounds
Berger, Hjirsch & Ow Radiology	Morristown	973-292-3300	Diagnostic Bone Density, no IVP
Imaging Center at Morristown	Morristown	973-984-1111	Spiral CAT Scan, Ultrasounds, Bone Density
Labcorp	Morris Plains	973-223-0631	Bloodwork
Morristown Memorial Hosp. * Laboratory * Radiology * Semen Analysis	Morristown	973-971-5271 973-971-4165 973-971-7786	Bloodwork VCUG, IVP, Ultrasounds/ Sonograms Semen Analysis (Drop Off)
Quest Diagnostic	Morristown	973-644-2669	Bloodwork
Teaneck Radiology,	Teaneck	201-836-2500	VCUG, Ultrasounds/ Sonograms
Tri County MRI	Chatham	973-635-2000	MRI, Renal scan, Ctscan, Ultrasonography
Advanced Diagnostic Imaging	Millburn	973-564-5858	MRI, CT, Ultrasound, X-Ray

It is **your** responsibility to check with the facility AND your insurance company to make sure that the facility participates with **your insurance plan**. If you are told that you need a pre-certification number, please contact us for further information.

Test Results

You will be called about all test results, normal or abnormal. Please allow four to five business days for the results of routine testing to be returned to us from our referral labs/facilities. Routine testing includes a PSA, Urine Culture, X-rays, Ultrasounds and VCUG studies. Please allow six to seven business days for Biopsy, Urine Cytology, Semen Analysis and Stone Analysis results.

The facility where you had the test performed may tell you that the results will be sent to us within 24 – 48 hours. Unfortunately, this is not always the case. Although the technician who performed your test may be done preparing the films, slides, analysis, etc., they must first be read by a radiologist or pathologist and dictated. Once we receive the results, your physician must review them first. The physician will then notify you or ask a member of our nursing staff to do so.



If you are planning to discuss the test results with your physician at your next visit, please schedule the appointment 1 week from the testing date to ensure that your results will be in. If you do not hear from one of our nurses or receive notification within seven working days, please feel free to call our office to inquire about the results. When calling, please inform us exactly where and when the test was performed. This will help expedite your call for our nursing staff.

Scheduling Appointments

In an effort to streamline the appointment schedules and shorten waiting times, we have assigned designated appointment slots to certain procedures/ office visits. If you were instructed to schedule any of the following types of appointments please be sure to inform the appointment scheduler.

- Cystoscopy
- Injections of Lupron, BCG, or other medication
- Prostate Biopsy
- Ultrasound
- Urodynamics study or Biofeedback therapy
- Vasectomy

If you need to have blood drawn for a PSA, we recommend that you obtain a prescription from our nursing staff for the PSA test and then schedule an appointment at a local laboratory 1 week prior to your scheduled office visit. If you follow this process, you will be able to discuss your results with your physician in person.

Prescriptions

Be sure to check the quantity of your medication regularly and anticipate your needs accordingly. Medications you take on a regular basis should be refilled at least one week prior to finishing. When you are in the examination room, please ask the nurse or doctor about any medication refills you may require.

Please note that we are currently utilizing a prescription refill mailbox. When you call for a refill, please know the name and dosage of the medications you need refilled. Please have your pharmacy name and telephone number available when calling our office. Our nursing staff checks the mailbox twice daily and the prescription will be called in to your pharmacy by the end of the day. If there is a problem a nurse will call you back. If there is an immediate need for the refill, please let us know.

Surgical Scheduling (Outpatient or Inpatient Procedures)

If you and your physician determine that a surgical procedure is the appropriate treatment for you, he will write up the appropriate orders/ instructions and notify the surgical scheduler. One of our surgical schedulers will then contact you within 48 hours to begin the process of scheduling the procedure. The scheduler will send you instructions and any orders for pre-procedural testing that may be required.

For your convenience our schedulers have a separate phone number, 973-539-5037. If you have not heard from one of the schedulers within 3 working days, please feel free to contact them.

Billing

For all billing questions or inquiries please call our billing department directly at 973-539-2119.

Comments, Concerns and Suggestions

We are always trying to improve our practice and serve our patients better. If you have any concerns, comments or suggestions please feel free to call our Practice Administrator directly at 973-540-0109.

PLEASE REMEMBER THAT OUR MAIN TELEPHONE NUMBER IS 973-539-0333.