

## Office Policies

- \*\*Office visits are by appointment and will be seen before same day appointments and walk-ins, unless in the event of an emergency.
- \*\*Payments are due at the time of service. Co-pays, or the cost of the office visit with an indemnity insurance plan or with no insurance.
- \*\*All patients must read, complete and sign both sides of the patient registration form. It is the patient's responsibility to assure that the information is correct and up to date. Any costs for unpaid services that are incurred due to inaccurate information is the responsibility of the patient.
- \*\*Requests for medical records will be honored as soon as office time permits. Costs to transfer the records will be at the expense of the requesting patient. The cost is: \$ Postage Charge + (plus) \$ 0.45/page copying charge as permitted by CT State law.
- \*\*Narrative reports for Insurance (Life or Medical) or for Legal reasons will be charged \$300/hour. Short summary Reports for Insurance (Life or Medical) or for Legal reasons will be charged \$200.00.
- \*\*No reports or medical records will be released without WRITTEN Authorization.
- \*\*Failure to keep appointments or canceling appointments with less than 24 hours notice may result in an office co-pay being doubled. Please be courteous and notify us in a timely fashion if unable to keep an appointment.

*Thank you from the Physicians  
at High Ridge Family Practice*



Any additional ideas for our office, services or informational brochures, please share them with us. Thank you.

### About: Dr. Joshua B. Herbert

Joshua B. Herbert, M.D., D.A.B.F.P. joined the practice July 16, 1999.

He completed his undergraduate education at Boston College and attended St. George's University School of Medicine. Dr. Herbert completed his residency in Family Practice at North Shore University Hospital in Glen Cove, New York, in June 1999.

Dr. Herbert also has a philosophy of medicine with a strong emphasis on Health Maintenance and Preventive Care.

Personal: Dr. Herbert is the youngest of 10 children and grew up in Brewster, Massachusetts. His clinical medical training was done in New York City at several University Hospitals and also with some elective training in London, England. He is married, has 2 children. His hobbies and interests include running, skiing, traveling & windsurfing.

Society Memberships: American Academy of Family Practice (AAFP); American Medical Association (AMA).

Board Certified as Diplomate of American Board of Family Practice.

#### Hospital Staff Privileges:

The Stamford Hospital-Attending

#### ***At HIGH RIDGE FAMILY PRACTICE:***

We also offer, programs for weight reduction and nutrition counseling, programs for cholesterol reduction in our Lipid Clinic Program, programs to help you Stop Smoking, Exercise programs and Stress Reduction programs. Programs will be individually tailored to suit your specific needs and will be medically managed. We hope you will choose to utilize some of these extras because of their importance to good preventive medicine. Additionally, we offer a Platinum Medicare Care option for you to consider to add to your high quality Medical Care at High Ridge Family Practice. Please feel free to talk with us about any of these programs.

#### **A Final Word.....No Smoking Please**

Exposure to tobacco is hazardous to our health and we ask that you refrain from smoking while in the office. We also hope that you will refrain from smoking outside of the office for your own health as well as the health of your family.

**Alan T. Falkoff, M.D.  
Joshua B. Herbert, M.D.  
David M. Berkun, M.D.  
HIGH RIDGE FAMILY**

## Welcome To Our Office



### *Office Hours by Appointment*

Alan T. Falkoff, M.D., D.A.B.F.P., F.A.A.F.P.  
Joshua B. Herbert, M.D., D.A.B.F.P.  
David M. Berkun, M.D., D.A.B.P.  
Wei-Shin Lai, M.D., D.A.B.F.P.  
Halli G. Zung, D.O., D.A.B.F.P.  
992 High Ridge Road  
Stamford, CT 06905  
(203) 322-7070; FAX (203) 322-2389

#### E-mail:

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JBHerbert@HighRidgeFamilyPractice.com  
DMBerkun@HighRidgeFamilyPractice.com  
WSLai@HighRidgeFamilyPractice.com  
HGZung@HighRidgeFamilyPractice.com

#### Web Address:

[www.HighRidgeFamilyPractice.com](http://www.HighRidgeFamilyPractice.com)

*Written by Dr. Alan Falkoff*

## W e l c o m e

We welcome you as a patient to our office and appreciate the opportunity to provide you with medical services. We would like to take this opportunity to tell you about ourselves and OUR practice. We say OUR practice because in the practice of Family Medicine & its philosophy. You, the patient are considered a responsible & involved participant in the care of yourself & your family. The relationship between patient & physician & staff in this office is to be one of trust, understanding & caring. Everyone in this practice operates as a team member. All have been trained as professionals & we take pride in our professional capability. The information that follows is designed to answer many of the questions most patients have. The more you know, the more we can be of service. If there are any questions, please ask since we want to help.

### About : Dr. Alan T. Falkoff

Grew up on the South Shore of Long Island, NY. Attended Hewlett High School and graduated 1976. Attended Skidmore College, Saratoga Springs, NY and graduated in 1981 with College Honors, Departmental Honors, Periclean Honor Society with a B.A. in Biology.

Attended St. George's University School of Medicine and graduated 1985. Three years residency training at St. Joseph Medical Center, Stamford, CT. Chief Resident from July 1987 to Dec. 1987. Residency completed June 1988. Board Certified 3 times in 1988, 1994 & 2000. Diplomate of American Board of Family Practice. Fellow of American Academy of Family Practice as of 2004.

### Hospital Staff Privileges:

The Stamford Hospital-Attending Chairman Department of Family Medicine since 2003. Personal: Married with 2 children. Medical interests include providing quality care for the whole family from the newborn to the senior citizen. Particular interests in exercise programs, weight reduction & diet control, smoking cessation, adolescent medicine, stress reduction, sports medicine, hypertension, Lyme Disease, Cardiovascular Risk Reduction & Cholesterol reduction. Cancer Risk Reduction & prevention. Personal interests include family, baseball, swimming, skiing, photography, scuba diving and raising exotic tropical fish and orchids. As well as the development of Medical Information Technologies.

## The Specialty of Family Practice

Your physician is a Family Practitioner and a graduate of an accredited Family Practice Residency Program. The Family Practice Physician is specially trained for three years after medical school to treat more than 85% of all medical illnesses, including behavioral, emotional and mental problems, and to provide total health care or you and your family. The specialty is broad based and includes adult medicine, geriatrics, pediatrics, gynecology, obstetrics, minor surgery and uncomplicated orthopedics.

### Professional Medical Care is Important to You

We realize that you wish to receive your medical care from a highly trained, caring staff, therefore, professionalism is very important to you. Our promise to you is that our office will provide some of the finest medical care in Stamford, using the most modern procedures and utilizing extremely qualified staff. This modern office is equipped to provide comprehensive care at reasonable cost. If you are in need of any special services, we have excellent consulting relationships with medical specialists in the Stamford area.

### Emergency Care

We recognize that you can have an emergency situation arise, and we will do our best to respond to your problem promptly. In the event of a severe situation, or one in which you are in doubt, go immediately to the nearest hospitals emergency room and ask them to contact us. If the situation is not that severe, but one where you wish to contact us, please telephone the office and one of the Physicians will be in touch with you directly or through office personnel to give you instructions on what to do and where to meet for the emergency care.

### House Calls

Yes, they still exist and we will make them. However, due to scheduling difficulties, the times for house calls will have to be reserved for situations of complex circumstances and the hours will have to be flexible. Generally, if an emergency exists requiring immediate attention and we are not in the office, your needs can best be served by going to the emergency room nearest to you.

## Telephone Calls

All patients are encouraged to call with any questions they have on medical problems. However, it would be most unfair to our patients were the doctor to leave an office visit to answer every telephone call. The office staff has been trained to answer many of your questions. They will also relay your information to the appropriate physician and your call will be answered at the earliest opportunity. Most return calls will be between 1-2 PM or after 5 PM.

### After Hours Telephone Calls

If you find it necessary to contact us after normal office hours, messages will be forwarded to the covering physician. Your call will then be returned at the earliest opportunity.

### Prescriptions and Renewals

All prescriptions & authorizations for renewals should be requested during normal office hours at the time of your appointment. No prescriptions for narcotic analgesics will be called in, you must have an appointment and be seen for this type of a prescription.

## Practice Hours and Appointments

Appointments for routine problems and follow-up visits are available on the following schedule:

Monday to Friday 9 AM to 5:00 PM

Saturdays 9 AM to 1:00 PM

We will try to see all patients on an appointment basis, and we request that you call in advance so that we can reserve appropriate time for your visit. We make every effort to honor all time commitments and request that you extend the same courtesy to us. On occasion emergencies can cause problems, and whenever possible, you will be fully informed, to the best of our ability, if there will be any delays because of this. Failure to keep scheduled appointments and/or failure to notify us within 24 hours prior to the office visit will result in the subsequent office visit co-pay being doubled.

For Non-urgent issues you can reach us by E-mail at a nominal cost:

[ATFalkoff@HighRidgeFamilyPractice.com](mailto:ATFalkoff@HighRidgeFamilyPractice.com)

[JBHerbert@HighRidgeFamilyPractice.com](mailto:JBHerbert@HighRidgeFamilyPractice.com)

[DMBerkun@HighRidgeFamilyPractice.com](mailto:DMBerkun@HighRidgeFamilyPractice.com)

[WSLai@HighRidgeFamilyPractice.com](mailto:WSLai@HighRidgeFamilyPractice.com)

[HGXung@HighRidgeFamilyPractice.com](mailto:HGXung@HighRidgeFamilyPractice.com)

**About: Dr. David M. Berkun**

David M. Berkun, M.D. joined the practice as of October 1, 2002.

Dr. Berkun is the Practice's Board Certified Pediatrician

Dr. Berkun's medical interests include Newborn Care, Pediatrics and Adolescent Medicine and Health Maintenance/Preventive care.

Dr. Berkun is married with 2 children.

Hobbies & Interests: Family, Basketball and Baseball.

Society Memberships: American Academy of Pediatrics (AAP).

Board Certified 2000 as Diplomate of American Board of Pediatrics.

**Hospital Staff Privileges:**

The Stamford Hospital-Attending

**About: Dr. Wei-Shin Lai**

Wei-Shin Lai, M.D. joined the practice as of July 15, 2005.

She completed her residency program June 2005.

Dr. Lai's medical interests include Women's Health/Gyn care, Pediatrics, Geriatrics and Health Maintenance/Preventive care.

Hobbies & Interests: Reading, cooking, baking , computers.

Society Memberships: American Academy of Family Practice (AAFP); others pending.

Board Certified 2005 as Diplomate of American Board of Family Practice.

**Hospital Staff Privileges:**

The Stamford Hospital-Attending

**About: Dr. Halli G. Zung**

Halli G. Zung, D.O. joined the practice as of August 1, 2005.

She completed her residency program June 2005 at The Stamford Hospital

Dr. Zung's medical interests include Women's Health/Gyn care, Pediatrics, Geriatrics and Health Maintenance/Preventive care.

Hobbies & Interests: Family, Traveling, Reading, cooking, baking , computers.

Society Memberships: American Academy of Family Practice (AAFP); others pending.

Board Certified 2005 as Diplomate of American Board of Family Practice.

**Hospital Staff Privileges:**

The Stamford Hospital-Attending

**E-Mail Messages**

All patients are encouraged to call with any questions they have on medical problems.

However, E-mail messages to the physicians at High Ridge Family Practice, LLC should be limited only to NON-URGENT, NON-EMERGENCY medical problems, questions and communications as these messages may not be check for a few day or up to a week or more.

E-mail between the patient's of High Ridge Family Practice , LLC and the physicians, Dr. Falkoff, Dr. Herbert, Dr. Berkun, Dr. Lai or Dr. Zung should be reserved only for simple informaton and questions. Any urgent questions or problems should not rely on E-mail to the office. These sorts of situations require a phone call to be placed to the office, which will then be handled in the most appropriate manner for that specific problem. Thank you for your consideration and cooperation in the process of utilizing the Internet and E-mail that is most appropriate for your safety and health care issues.

**INSTANT MEDICAL HISTORY**

This can be found at the Office Web Site at:

[www.HighRidgeFamilyPractice.com](http://www.HighRidgeFamilyPractice.com)

Click on Instant Medical History in the Left Upper Side of the Home Page of the Web Site.

Instant Medical History can allow you to input the reasons and complaints for your medical visit prior to being seen by the physician. This can allow your office visit to be accomplished more efficiently and may cut down on your time spent in the office.

Or allow you to do an OnLine Home Visit if appropriate.

OnLine Home visits are not covered by Medicare or most insurance companies and you will then be fully responsible for payment of these visits. It is also not to be used for any Urgent or Emergency Medical Problems. In those cases call the office directly and / or go directly to the Emergency Room nearest you.

Instant Medical History is only available to established patients of High Ridge Family Practice and is NOT to be used for a first Office Visit, unless specifically instructed to do so.

The password to use Instant Medical History (IMH) is:

**imhathrpf** (all in lower case).

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**Joshua B. Herbert, M.D.**  
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**HIGH RIDGE FAMILY**

**Platinum Medical Care:  
Care Beyond the Usual  
and Customary**



***Office Hours by Appointment***

Board Certified Family Physicians & Pediatrician  
Specialists in Family Medicine

With over 30++ years of experience

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Web Address:

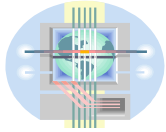
[www.HighRidgeFamilyPractice.com](http://www.HighRidgeFamilyPractice.com)

*Value Added Services at  
High Ridge Family Practice*

Since May 1, 2002

**E-Mail Medical Services**

**These services are for Non-Emergency and  
Non-Urgent Medical Conditions Only**



**ATFalkoff@HighRidgeFamilyPractice.com**  
**JBHerbert@HighRidgeFamilyPractice.com**  
**DMBerkun@HighRidgeFamilyPractice.com**  
**WSLai@HighRidgeFamilyPractice.com**  
**HGZung@HighRidgeFamilyPractice.com**

E-mail contact with the physicians of High Ridge Family Practice, LLC are Non-covered services under Medicare and Insurance Company policies.

But the physicians at High Ridge Family Practice are willing to expedite this type of Medical Care and communications. For the present time there will be fixed fees that will be charged for the following Medical and Health Care Services. These fees will be directly billed to the patient and is recognized by the patient to be their sole responsibility for payment as these services are not covered under standard Medicare or Insurance Company Policies. The E-mail boxes of the physicians will be checked at least 3 (three) times per week. If there is any question or issue that needs more urgent attention please

**CALL THE OFFICE at 322-7070.**

For Medical Services rendered via E-mail: Fee

- |  |          |
|--|----------|
| (1) Simple medical problems that might not require an office visit:                  | \$ 30.00 |
| (2) Questions regarding results of tests, procedures, consultations & Medical Advice | \$ 20.00 |
| (3) Medication refills, medication changes   | \$ 10.00 |
| (4) Other Minor Medical evaluations and communications                               | \$ 10.00 |
| (5) Other Moderately complex Medical evaluations and communications                  |          |
| Internet references, searches, etc.  | \$ 25.00 |



**It is the hope of Drs. Falkoff, Herbert, Berkun, Lai and Zung and High Ridge Family Practice, that these E-Mail services will help expedite the delivery of medical care. We hope this will save patient's time in phone calls, office visits, time away from work, reduce waiting room time and speed delivery of care.**

**Unfortunately, for the foreseeable future this is not a covered medical service by most health plans or Medicare.**

**New Policy at High Ridge Family Practice**

**Effective since 5/1/2002**

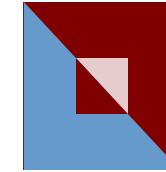
We regret to announce the need to charge a processing and postage fee to those patients who receive a copy of their lab results in the mail. Spiraling postage costs and overwhelming paperwork necessitate this change. If you need to have copies of your lab results, the annual fee (for the present time) will be \$ 10.00.



**This nominal fee only needs to be paid if you want copies of your Labs, Tests and Written Confirmation of completed forms**

Additionally, we ask that you address an envelope when you come in for your appointment. The staff will provide you with an envelope. If you come in for regular appointments, we can leave several in your chart.

Medicare and other insurance companies will not cover this cost. This cost will have to be paid for by you, the patient. This is not a reimbursable cost by Medicare or other insurance companies.



**Platinum Medical Care:  
Care Beyond the Usual  
and Customary**

Platinum  
Medical  
Care

offered at

High Ridge Family Practice, LLC



**Board Certified Family Physicians  
with over 25+ years of Family  
Medical Practice Experience  
providing the highest level and  
quality of Family Practice Medical  
care in Stamford**

**The Ultimate in Continuity of  
Medical Care  
Your own Doctor ALL the  
time!**

**Ask for more details**