



**Lab Results:** Please keep in mind that although, your blood is drawn in our office we work with Labcorp, Quest Diagnostics and OTHER outside laboratories and therefore, we are reliant on them for the results and will only call you to provide you with the results when **we have received and interpreted the report**. You may receive a notification from the Lab that your results are ready, but this does not mean that the provide has interpreted the results. Refer to the following as guidance on expected turnaround time:

**Standard/Normal Labs:** Are available approximately in 3 business days *\*subject to change due to backlog on Labcorp's end.*

**Specialty Labs:** Are available approximately 1 business week \* subject to change due to backlog on Labcorp's end.

**Diagnostic/Radiology:** The turnaround time depends on the type of diagnostic /radiology taken. We will call you when we have received and interpreted the report. Refer to the following as guidance on expected turnaround time:

**Stress Test and Echocardiograms:** Take approximately 7 business days to receive and interpret.

**X-rays/MRI/CT scans/Ultrasounds:** Take approximately 5 business days to receive and interpret.

**Referrals:** Our office requires 1 week to prepare and process a referral to a specialist. Once that has been done the specialist office will communicate with the patient to schedule the appointment. Our office does not have any control over the scheduling of the specialist.

**Prior Authorizations for Medication:** Our office requires 1 to 3 business days to communicate, gather and submit information to the insurance. Once the insurance has received the information it can take anywhere from 2 to 4 days to get a response of approval or denial.

**Prior Authorization for Radiology:** Our office requires 1 to 3 business days to communicate, gather and submit information to the insurance. Once the insurance has received the information it can take up to 1-2 weeks to respond with approval or denial. If approved our office will submit the order to the facility. The facility can take up to 1-2 weeks to schedule.

**Prescriptions and Refills:** Our office processes new prescriptions and refills at the end of the day when clinic is over. Unless it is an antibiotic, which may be filled earlier than that.

