



GORELICK

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Welcome to our office

Welcome to our offices at the New York Presbyterian Brooklyn Methodist Hospital. In order to make your visit smooth, stress free and efficient, here is some general information about how our practice operates and what to expect as a patient.

Coming to your visit

When you come for your initial visit, please print an "INITIAL PATIENT INTAKE FORM" which is located on this website, under "FORMS" and fill it out with as much detail as possible.

If you are unable to fill it out prior to your visit, make sure to bring the following important information with you to the office:

- Your address, telephone number, email address
- Your current insurance information
- Your pharmacy name, address and phone number
- Name, address, phone/fax numbers for your PCP and other doctors you might see on a regular basis

Having this information, will allow us to contact you, properly bill your insurance and electronically prescribe medications.

Call your PCP or insurance co. to confirm whether you need a special referral and obtain it PRIOR to your visit.

Referrals

Some insurances require that your primary care doctor (PCP) generate a special REFERRAL in order for you to be able to see the doctor. These referrals are specially generated computer forms and are not handwritten notes on prescription pads. If your insurance requires such a referral, your PCP will know how to generate it. You MUST CALL your PCP or insurance company to confirm whether you need a special referral to be seen at our offices. It is your responsibility to get that referral or have it faxed to us BEFORE your visit, or you may have to be rescheduled.



Everyone will receive our full personalized attention, even if it takes a little longer.

Personal attention

Many patients in our practice are understandably complicated and require more than usual attention. Please be patient if your wait time is occasionally longer than expected. We make our best to see patients on a timely basis and provide full personalized attention to each and every one.



We will never rush through a visit and will never discharge a patient without answering their questions and addressing their issues. On occasion, this may cause a delay for the following patients, but everyone will get our full attention and when it's your turn, you will get as much time as needed even if the wait is a little longer.

Schedule your next visit **BEFORE** you leave.

Scheduling follow up visits

After being seen, please be sure to schedule your follow up visit **BEFORE YOU LEAVE THE OFFICE**. The schedule may be typically booked for two months ahead. Requests for non-urgent/return visits will be given for a "next available" time slot if not previously scheduled. Urgent visits will be scheduled as soon as possible.



Calls for results

We take care of a large number of complex patients and our office receives hundreds of results on a regular basis. In order to insure you get your results, every patient is encouraged to call for them. Certain results may be given over the phone and for others, you may be asked to schedule a return visit.



Be sure to call for your results, if you didn't hear from us, do not assume we received the results or they were normal.

These are approximate timelines for various results:

- **Bloodwork** – typically 1 or 2 days, certain specialized blood tests can take longer
- **Pap smear** – typically 1 week
- **Radiologic imaging** – 2-3 days after the test was performed.
- **Office biopsy** – typically 7 days
- **Results of surgical pathology** – 7-14 days

Calls for results will be returned by either the doctor or any member of the staff depending on the test result.



NOTE: sometimes certain test results (especially imaging such as CT, PET, MRI scans) may be forwarded to your primary care physician instead of our office. It is your responsibility to make sure our office gets a copy of the result and discusses it with you. If our office did not call with the result DO NOT ASSUME WE RECEIVED THE TEST RESULT OR THAT IT WAS NORMAL.



Medication refills

If you need a medical refill (especially pain killers), please call our office at least a week before you run out. Occasionally, medications cannot be prescribed and made available the same day, calling ahead will avoid situations when you have to miss doses of your medications.



Designate ONE person whom we can contact with your health information if needed.

Designating a contact

Please designate ONE person (close family member or friend) as your contact to whom the staff can speak confidentially and frankly, this person will have access to all your health information. It is difficult to communicate with multiple people about the same issues and at times can even be a cause of confusion or miscommunication. If necessary, an in person family meeting can be arranged.



If you have a true emergency, contact our office, but proceed to the nearest ER or call 911.

Emergencies

If you have an emergency, call our office at 718-780-3090. During the regular working hours, your call will be taken by one of our staff members and forwarded to the doctor. After the office closes (at 5 pm), the calls will be forwarded to our Answering Service. They have the ability to page the doctor for a true emergency. For all other non-emergent matters, a message will be taken and someone will return your call the next day.

If you have a true emergency, please proceed to the nearest Emergency Room or Call 911.

We are a surgical office and an occasional unforeseen surgical emergency or urgency may arise. The doctor can be occasionally called into the Operating Room unexpectedly to help another physician. These are rare events, but if they do occur, please understand that this is the nature of our practice. In such a case, your appointment may be rescheduled. We apologize for the inconvenience.

We hope this brochure was helpful and we are looking forward to seeing you!

