

**David R. Allen M.D.**  
**2811 Wilshire Blvd., Suite 800**  
**Santa Monica, CA 90403**  
**(310) 315-5483; FAX (310) 315-5487**

## About our Office

The following guidelines about some of our office policies will help you familiarize yourself with the office. We thank you for taking a moment or two to read them over.

**Office hours:** Monday, Tuesday, Thursday: 9:00 AM - 5:00 PM  
Wednesday: 8:00 AM - 3:00 PM

**Telephone calls to the doctor:** Unless your medical issue constitutes an acute emergency, we regret that it will not be possible to speak to Dr. Allen during office hours. Please leave your question(s) with his assistant. Complex medical issues require an office visit or at least a telephone consultation at regular fees. You can also email your questions to him at [da@davidallenmd.com](mailto:da@davidallenmd.com). Handling questions by email is fast and easy, and has the added advantage of providing you a written copy of Dr. Allen's directions. However, depending on the complexity of the issues at hand, we may need to charge a fee for a lengthy and/or complicated email response. Again, we encourage you to book an appointment or phone consultation for anything beyond a simple question or two, and thank you in advance for your understanding.

**Emergencies:** In case of a serious medical emergency call 911, or go directly to the nearest emergency room. If you need to reach Dr. Allen outside our usual office hours, call our office number at (310) 315-5483 and follow directions. He will be paged and will then call you back. Please have your pharmacy number ready before you call.

**Hospital privileges:** Dr. Allen does not currently practice hospital medicine. Should you require hospital care, however, we do have a wide circle of medical consultants to whom we can refer you. Nevertheless, we encourage you to stay connected with a physician who does have hospital privileges.

**Billing:** Fees must be paid when services are rendered. We will provide you with a superbill that has all the information your insurance carrier needs to reimburse you. If you are not sure whether a service is covered by your insurance, we encourage you to call your carrier for authorization in advance.

**Laboratory fees:** There is a \$20.00 handling fee for each laboratory we use with a maximum of \$60.00, a \$15.00 fee for venipuncture and a \$35.00 fee for a laboratory

visit, if you don't have a doctor's appointment on the same day. We will pass on our low laboratory fees directly to you, but payment is due on the day the tests are performed. There are several tests that your insurance carrier may not deem medically necessary and therefore will not reimburse.

**Laboratory results:** We will only call you with the results of any laboratory tests if they contain critical values that need immediate attention. Otherwise, Dr. Allen will discuss test results during your next visit. Please make sure to book a follow-up appointment whenever you have blood drawn or any other laboratory procedure performed.

**Changing or cancelling appointments:** Please let us know as early as possible if you need to change your doctor's appointment. We regret we must charge for missed or changed appointments, unless we are given one full business day's notice. (Business days are Monday to Thursday). For changes within one full business day you will be responsible for the full service fee.

**Renewal of medications:** Unless you schedule a follow-up visit every six to twelve months, depending on your diagnosis, we will not be able to refill your prescription. Renewal of medication should be done well in advance. Except in emergencies we do not refill medication after office hours when your medical record is unavailable for review. To get a refill, please have your pharmacy **fax** us a refill request at (310) 315-5487.

**Supplement orders:** You can re-order your supplements by calling our office at (310) 315-5483 or by going to Dr. Allen's website at [www.davidallenmd.com](http://www.davidallenmd.com)

**Parking:** You can park in the garage in our building, entering from Harvard Street on the west side of the building. There is also metered street parking available on both Wilshire and Harvard. The metered parking on the streets has a 2-hour time limit. We apologize in advance but we are not able to provide validation for the parking garage in our building.

Dr. Allen and his staff always welcome any suggestions you may have about how we can improve our service to you. We are genuinely happy to have you as our patient and are dedicated to your well-being. We pride ourselves on providing caring, prompt and knowledgeable service at all times. Should you have questions, please feel free to ask any of our staff .

**I have read and agree to abide by the above office policies.**

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_