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### **NEW PATIENT AVAILABLE PROVIDER POLICY**

1. ALL 3 of our providers are currently accepting new patients, however, the wait for Dr. Benjamin Lee will be significantly longer than our NP's.
2. Dr. Benjamin Lee personally reviews all new patient registration forms, and unless a new patient seems extremely **complicated** or **complex**, he will usually recommend that they see one of our NP's.
3. There are a few very **complicated** new patients that Dr. Benjamin Lee will see himself, and he will try to get them in as soon as possible. Often times this is not possible due to scheduling, and this new patient will also see an NP for his/her first visit.
4. If a **routine** new patient insists on only seeing Dr. Benjamin Lee, the wait is currently very long – about 3-6 months.
5. Our recommendation is that most new patients start to see one of our NP's due to scheduling and availability. Our NP's are very competent and very experienced in ALL primary care issues.
6. If a new patient starts to see a NP at our practice and feels that their issues are not being adequately addressed, they can speak to our office manager.