

Practice Policies and Information

Please note, Dr. Menn's practice is limited to office based gynecology. If you are pregnant, Dr. Menn will refer you to a trusted colleague who practices obstetrics. For patients who need surgery, Dr. Menn will refer to the appropriate surgeon.

Appointment Confirmations

You will receive an email via the Patient Portal 2 days prior to your appointment date. Please confirm your appointment via that email.

Appointment Cancellations

We ask that all cancellations be made at least twenty-four hours in advance of the scheduled appointment. You can cancel right on the portal, call the office or send a message via the website. Please note: **It is NOT usually necessary to cancel an appointment because you have your menses.**

No Shows

If your appointment was confirmed and you do not show, there will be a \$50 fee billed to your account. Payment is expected within 30 days of receiving the bill.

Patient Portal

Please utilize the secure patient portal for ALL electronic messages. Regular email is not secure in terms of patient privacy. Any non-urgent requests or questions, review of lab work and tests, co-pay payments, rx renewals, appointment requests, medical records requests can all be made via the portal. If you forget your user name or password, you can request a new one

The website also has a contact form that can always be used for messages to the office if you cannot access the portal.

www.drmenn.com

Prescription Renewals

Please request Rx renewals via the portal.

After Hour Calls and Messages

If you need to communicate with Dr. Menn after normal office hours, you can do so via the secure Patient Portal. Your message will be answered within 24 hours. This is reserved for non-urgent questions or needs. If your need is more urgent, please call the office and leave a message. Please leave her a message and she will promptly return your call. **As always, for emergencies dial 911.**

Release of Medical Records

In order to obtain a copy of your medical record, you must complete the form [Authorization for Release of Health Information](#). This form is available as a PDF file on the website www.drmenn.com or you can call the office to have one emailed to you. The form must be filled out completely and signed, and can be faxed to the office at 877-400-7496 or mailed to Dr. Corinne Menn, 16 South Bedford Rd, Suite 3E, Chappaqua NY 10514.

Please allow 3-10 business days to process your request.

There is not a fee for your medical records to be faxed to another healthcare provider. At anytime you can access your complete chart on the patient portal and download a copy for your own records. If you have any questions please contact the office.

