

PLEASE READ AND KEEP IT FOR YOUR RECORDS
A NOTE TO OUR PATIENTS

We would like to take this opportunity to highlight some of our routine office practices so that we can avoid misunderstandings in the future.

Remenson Medical values every patient along with each of our dedicated staff members. We insist that each staff member treat our patients with the upmost respect. In return, we ask the same from our patients.

1) APPOINTMENTS:

We do our best to ensure the timeliness of your appointment. However, the nature of our practice implies that at times the doctor has to deal with unexpectedly complicated issues during a patient's visit. This may result in a longer wait time for you. Rest assured that in those situations, even if we see you later than scheduled, we will pay our utmost attention to your needs and will give you extra time should your condition require it. Also, we strongly believe that if you have an urgent problem, you should be given an appointment on the same or the following day.

2) PRESCRIPTIONS:

If you are on medication, we generally prescribe ample medication to last until your next appointment. If you return for appointments as recommended, you should not run out of medicine. Our policy is to send prescriptions directly to a pharmacy during your visit. Please note: if Dr. Remenson/Y. Gonzalez, FNP does feel it is appropriate to call in prescriptions under exceptional circumstances, she can do so only during routine office hours. As we do not have access to our patients' charts outside office hours, we do not feel the best medical care can be provided in this situation. Anytime you find that you need a refill on a medication it is important to check if you are due for an appointment.

3) COPYING MEDICAL RECORDS:

If you request your medical records to be released to a third party or yourself, there may be an administrative charge for this service in accordance with the Florida Law. Most medical records are available free of charge on the patient portal.

4) CANCELLING APPOINTMENTS:

If you must cancel an appointment, please do so at least 24 hours in advance. We'd like to accommodate all our patients, but when a patient misses an appointment, it keeps us from being able to help everyone. We charge \$25.00 for appointments not cancelled or no shows. That fee is not covered by your insurance and is your responsibility.

5) EMERGENCIES:

Please call between appointments if any urgent clinical matters arise. If a clinical emergency or an urgent situation arises, call 911 or call Dr. Remenson's answering service, depending on the degree of urgency. If you choose to call the answering service, Dr. Remenson/Y. Gonzalez, FNP or a covering physician will return your call promptly. If you expect a call from Dr. Remenson after routine business hours, **please disable your unidentified call reception blockage.**

6) FINANCIAL RESPONSIBILITY:

We participate with many medical insurance companies. We strongly urge you to discuss and understand the insurance matters prior to your visits. You are responsible financially. We submit claims to your insurance company as a courtesy to you. It is also your responsibility to inform us of any insurance changes.