



## Office Policy

We want to thank you for choosing MedFlorida Medical Centers as your medical provider. We have written this policy to keep you informed about our current office policies.

**Office Hours:** Our office is open Monday to Friday from 8:30 AM to 5:00 PM eastern time.

**Confirmation of Appointments:** Our office will give courtesy calls, e-mails, and texts to our patients. But, it is the patient's responsibility to call back the office to confirm their appointment. Appointments will be cancelled after three attempts of trying to reach the patient.

**Cancellations:** Please call at least 24 hours before your appointment if you are unable to keep the scheduled time. This allows us to provide a time slot to another patient. A \$25.00 fee will be charged to the patient if appointments are not cancelled ahead of time.

**Treatment of Minors:** Patients under the age of 18 must be accompanied by a responsible adult or have written permission from a parent or guardian.

**Annual Wellness Visits:** We believe that routine lab screening tests and complete annual physical exams are very important for maintenance of good health. However, insurance benefits may vary on coverage for these types of visits and tests. Please learn about your benefits prior to your appointment so you will know beforehand what is covered by your insurance health plan.

### **Prescriptions and Refills:**

- The best time to get a prescription refill is at your appointment.
- If you need to call us for medication refills, do not wait until you have run out of medication completely. Most refills require the doctor's approval. If your doctor is out of the office you may need to wait until the next business day (or following Monday) before your medication can be authorized and sent to the pharmacy.
- Do not go to the pharmacy to wait for your prescription to be called in while you are there. Please call the pharmacy first to see if your medication is ready to be picked up.
- Some prescriptions cannot be called in. The prescription must be printed out or handwritten so you can go to the pharmacy.
- Do not call after hours for prescription refills. We will not be able to help you until regular business hours

**Referrals:** Referrals are handled by our Referral Department only. Referrals must be requested at least 72 hours before your appointment. Someone from MedFlorida Medical Centers will contact you as soon as the referral authorization is obtained. Please do not go to your specialist appointment without a prior referral. We do not issue same day referrals or back dated referrals.

**Payments:** Co-payments are due at the time of service the day of your appointment. WE DO NOT ACCEPT CHECKS