



OFFICE POLICIES FOR OUR PATIENTS

Thank you for choosing Florida Diabetes and Endocrine Associates! We realize that you have a choice in medical providers and are pleased that you have chosen to seek care with us. Our goal is to provide quality medical care in a timely manner. In order to do so, we have implemented the following policies.

OFFICE HOURS

Our office is available Monday-Friday 8:00am to 5:00pm. Our physicians are available after hours, 24 /7 by calling the office number and following the prompts.

APPOINTMENTS

Appointments are confirmed with you 1 week before and 1-2 days before your appointment by email and phone. Please provide us with any updates in your contact information. If you arrive 15 minutes or more after your scheduled appointment time, your appointment may be rescheduled.

CANCELLATION OF APPOINTMENTS

If it is necessary for you to cancel your scheduled appointment, we require that you call 24 hours (1 business day) in advance. If less than 24 hours (1 business day) notice is given for cancellation, you will be responsible for a \$35.00 fee. You will also be sent a letter for late cancellation notice and it will be recorded in your medical chart as 'cancelled' without 24 hour notice.

Appointments are in high demand, and your early cancellation will have given another person the ability to have access to timely medical care.

NO SHOW POLICY

A 'no show' is someone who misses an appointment without cancelling it within 24 hours of their appointment. No-shows are disruptive to the clinic and an inconvenience to those patients who need access to medical care in a timely manner.

Failure to present at the time of your scheduled appointment will be recorded in your medical chart as 'no show' and will incur a \$35.00 fee billed to your account. You will also be sent a letter for failure to show for an appointment. Three 'no-shows' or 'late cancellations' within one calendar year, will result in your discharge from our practice.

INSURANCE/AUTHORIZATION

It is your responsibility to update our office with any changes of insurance prior to your appointment.

If your insurance requires a referral or prior authorization to see a specialist, it is your responsibility to obtain this from your primary care physician. Failure to obtain referral or authorization prior to your appointment will result in rescheduling your appointment.



PAYMENTS

Florida Diabetes and Endocrine Associates accepts cash, personal checks, Mastercard, Visa, Discover credit cards. Checks can be made to Florida Diabetes and Endocrine Associates. All Co-pays, Co-insurances and deductibles will be collected at time of your visit. Failure to pay may result in rescheduling of your appointment.

It is our policy that we will make all reasonable attempts to collect outstanding balances should they accrue, including, convenient payment arrangements. Following these attempts, accounts in poor standing will be outsourced to a third party for the purpose of collection.

FORMS/LETTERS

FMLA, Disability and workmans compensation forms will NOT be filled out at our office. Other forms and letters that may be required to assist you with your healthcare needs are filled out by the discretion of your provider and may incur a fee of \$25.00.

MEDICAL RECORDS

Per HIPAA guidelines, copies of medical records must be requested in writing. To ensure your privacy, a form for release of medical information must be completed prior to receipt of these materials. You may request a personal copy of your medical records for a fee of \$1.00 per page for first 25 pages, then \$0.25 per page after that.

PRESCRIPTION REFILLS/PHARMACY INFORMATION

Please update our office with any changes to your pharmacy. Although we try to fill out prescription requests within 24 hours please allow at least 48 hours for refill requests. For diabetic testing supplies, insulin pump and continuous glucose monitor supplies, we require a 1 week notice for refills. We encourage you to use our patient portal, Patient Fusion, for any routine prescription requests.

Please contact office during regular business hours for routine prescription refill requests; routine prescription requests will not be filled by on-call doctor.