

## Welcome To our Practice

We would like to take this opportunity to highlight some of our routine office practices so that we can avoid misunderstandings in the future. *Please read and keep this for your records.*

### **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 unexpected complicated issues during a patient's visit. We strongly believe that if you have an urgent problem, you should be given an appointment on the same or the following day. All this may delay scheduled appointments. Rest assured that in those situations, even if we see you later than your scheduled appointment, we will pay our utmost attention to your needs and will give you extra time should your condition require it. If one day you need an urgent unscheduled appointment, you will get it.

### **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. Please remember that our office does not "call in" routine prescriptions to your pharmacy. Our policy is to prescribe an adequate quantity of prescriptions until the next scheduled appointment. Please note: if Dr. Canasi does feel it is appropriate to call in prescriptions under exceptional circumstances, he can only do so during routine office hours. We do not have access to our patient's records outside of office hours and do not feel the best medical care can be provided in this situation. Anytime you need to have a refill on a medication it is important to check if you are due for an appointment. Please check with your pharmacy for refills on file first.

### **Canceling Appointments:**

It is important that you call to cancel existing appointments; at least 48 hours' notice is required. This will allow us to free your appointment time for other patients. You may be charged a \$40 no show fee if you fail to notify us.

Patients who do not show up for a scheduled appointment 3 times within a 12 month period and fail to notify the practice prior to the appointment, will be discharged from the practice.

We'd like to accommodate all our patients, but when a patient misses an appointment, it keeps us from being able to help others.

### **Medical Records Requests:**

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.

### **Financial Policies:**

Payment is expected at time of service. This includes co-pays, coinsurances and deductibles. At check out, our staff will collect payment for any past due balances as well as your portion of the payment for today's service. Account balances over 60 days from date of service, will be charged a monthly late fee and interest rate of 18% annually or the maximum annual interest rate permitted, whichever is lower. Failure to meet your financial obligations could result in being discharged from the practice.

### **For our HMO patients**

Allow 3-5 business days for the processing of all referrals

*We can no longer extend professional courtesy discounts.*