

ORLANDO HEALTH FAMILY MEDICINE

Practice Guidelines

Once again we thank you for choosing Orlando Health Family Medicine. In our efforts to provide quality patient care, we want you to have the following information regarding our office guidelines. Our hope is this information will allow us to better meet your needs.

1. There is a \$25.00 fee for any no shows or cancellations less than 24 hours prior to your appointment. After 1 no show and/or late cancellation you will receive a warning letter. If you fail to respond to the warning letter, you will receive a discharge letter.
2. Should you arrive late for your scheduled appointment, your appointment may have to be rescheduled.
3. Your copay and any outstanding balance are due in full at the time of service.
4. As a courtesy to our patients we verify your insurance, bill your insurance and will attempt to call you prior to your appointment as a reminder of your scheduled time and day.
5. For prescription refills please have your pharmacy fax a request to our office at 407-767-6999. For any prescriptions that require a written prescription, please call our main phone number 407-767-8500. Under most circumstances, your pharmacy will receive a faxed approval or phone call from us by 5:00 pm each day, but **please allow 24-48 hours**. Should there be an issue with a prescription renewal, we will contact you to discuss the matter that same day. Please call your **pharmacy** after 5:00 pm to verify they have your prescription ready.
6. When calling your Doctor, please leave a brief message with the office staff and a phone number where our staff or the Doctor can reach you.

Print Name _____

Signature _____

Date _____

Pt. name if different from above _____