



Mid-Florida Primary Care

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PLEASE KEEP A COPY OF THIS LETTER FOR YOUR RECORDS. IT CONTAINS INFORMATION ABOUT POLICIES AND PROCEDURES.

OUR GOAL is to help you and your family with your health care needs and provide the best possible care within the constraints of the health care system today.

APPOINTMENTS

- 1) Our office hours are 8-12:30 pm and 1:30-5 pm on Mon. – Wed. and Fri. On Thursday office hours are from 8-12:30 pm.
- 2) We prefer to see patients by appointment only. Same day appointments are available in case of urgent care. It is best to call earlier in the day if you need to be seen. Depending on staffing, urgent patient problems and during peak time we may have to offer you a next day appointment or ask you to go to an urgent care center or the emergency dept, if you feel you cannot wait to be seen in our office.
- 3) If you are experiencing an emergency please call 911 and then have a family member or the hospital call our office. We request that you call the office if you are having a problem before going to an urgent care center.
- 4) Please call only 352-728-4242 for all your office calls. This is the only line answered by our answering service if the office is closed.

PATIENT CONFIDENTIALITY

- 1) We respect your right to privacy and release medical information as authorized by you in processing your claims, referrals and prescriptions. We protect your privacy and information in compliance with state and federal laws and regulations.
- 2) Copies of health records are available upon request. A signed release will be required prior to obtaining copies of medical records.
- 3) We release only those records that have originated in our office. We charge a fee for copies of medical records in compliance with state regulations, unless it's a professional courtesy to release to another health care provider for your continuing treatment.

REFERRALS

- 1) When a referral for consultation or diagnostic testing is recommended we will coordinate your referral with your insurance company. We'll schedule the first available appointment. If a change is desired it is the patients responsibility to change the appointment and make sure that the authorization is valid for the new appointment.
- 2) It takes 3-4 working days to process a referral or authorization depending upon the response from your insurance company unless an emergency exists. It is your responsibility to make sure that we send you to a participating provider for your insurance plan or network. We have limited control over the referral process.
- 3) If we have difficulty getting an authorization or problem finding a participating provider, we will contact you for assistance. Authorization does not guarantee payment by your plan. Please make sure before that the provider is still participating, has the authorization information from our office BEFORE being seen.
- 4) You must be an established patient in the practice with current signed medical release and correct insurance information for a referral to be processed. Most referral require in office evaluation prior to referral being processed.
- 5) In an instance you don't hear from us about referral, we encourage you to call our office.

PRESCRIPTIONS On-going medical evaluation of the benefits and risks of each medication requires regular doctors visit.

- 1) It is your responsibility to inform us of any and all medication you are taking. This includes prescription written by other providers, herbal supplements, over-the-counter medications and any sample medication dispensed to you.
- 2) Please bring all your current medications with you at the time of visit. This allows us to update your medication list, help eliminate duplication of medications and better coordinate your refills.
- 3) Please request future refills needed at your visit. If you have specific pharmacy restrictions, mail in your prescriptions or need prescriptions written for 90 or 30 day at a time, please remind us each time the prescription is written.

- 4) Due to risk of medications error we limit call in or phone in refills of medications. If a refill is requested it will take up to 3 working days to process the request. A current visit must be in record. Your refill request is recorded upon review by our doctors may or may not be approved. In certain instances you may be called in for a visit prior to medication refill.
- 5) NO prescription refills will be processed at night or during weekends since our doctors do not have records available during those times. Please avoid running out of your medications by planning ahead.

INSURANCE

- 1) Please provide accurate and current information BEFORE being seen. In order to avoid confusion you must understand YOUR policy, and information regarding network and benefits, so please carefully read your insurance manual.
- 2) Payment decisions for medical services received are based on your policy guidelines and may not concordant with medical recommendations we make. We endeavor to provide you quality medical care that is consistent with your needs.
- 3) We may ask you to sign a waiver before performing specific services or procedures if the services or procedures may not be covered by your plan.

BILLING YOUR COPAY IS DUE AT THE TIME OF YOUR VISIT. We reserve the right to collect Co-pay prior to being seen.

- 1) Payment is expected when services are rendered. You are directly responsible for payment of services given to you or your family member.
 - a. Please provide us with the accurate personal and insurance information before being seen. This includes any other secondary insurance are covered with.
 - b. If your visit is the result of an accident or work related, we must be notified prior to you being seen.
- 2) You must STOP at the check out window to review charges and make sure all monies and accounts have been paid in full. Please avoid collection proceedings.
- 3) If your insurance company makes payment to you please forward the check or payment to our office.
- 4) If we do not participate with your insurance company we ask that you pay us in full on the day of your visit, but we will file claims with the insurance carrier for you.
- 5) For your convenience we accept checks (with current address printed) and credit cards. Our returned check charge is \$25.00 in addition to payment still due from you. We charge \$15.00 collection fee, in addition to balance owed, if your account goes to collection. We reserve the right to charge interest on delinquent accounts.
- 6) In instances you believe you have a refund due please contact our office, refunds are usually processed at the beginning of the month.

LABORATORY TESTING

- 1) We draw and perform covered laboratory testing in our office if your insurance and our staffing permits. We charge a fee for the blood draw or you may go to your designated lab to have blood drawn.
- 2) Most labs are sent to QUEST or Labcorp. If you are not sure what laboratory you should use please check your policy information.
- 3) We will provide the lab with the insurance information you provide to us, you might receive separate bill from laboratory depending on your policy guidelines, if you have questions regarding your lab bill, please contact the lab billing office.

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