

CLINIC POLICY INFORMATION

Winter Park Family Health Center
2950 Aloma Avenue Suite 100
Winter Park, Fl 32792
(407) 679-9222

Welcome to the practice of Winter Park Family Health Center. In order to ensure that all of our patients understand our policies, please read the following policy information carefully. Afterwards, please initial and sign where indicated. You will receive a copy to keep for future reference. Thank You!

NO SHOW/ LATE CANCELLATION

In case you are unable to keep your appointment we ask you to cancel at least 24 hours prior to the scheduled appointment time. Excessive no shows/ late cancellations will be reviewed by the physician and could result in dismissal from the practice.

REFILL POLICY

For any refills, first call your pharmacy; they will contact us. Refills will be called back to your pharmacy within one business day. Allow 48 hours to the next business day before you check with your pharmacy to see if the medicine was called in and is ready for pick-up. To better serve your prescription needs, please ask your doctor AT EVERY VISIT for refills on your medication. We want to ensure that you have proper medicine available to you at all times. **We feel the best way to accomplish this is to personally refill your prescriptions at the time of your visit.** We try to plan ahead and prescribe enough medication until your next appointment, particularly those prescribed by another specialist. **Please note; we do not call in pain medications or anxiety medications, i.e. Xanax without seeing the patient.** After hours, the doctor on call will not return calls for such request. No Exceptions.

NURSE CALL BACKS

Each nurse at the clinic has a voice mail. Usually you will be asked to leave any message on that voice mail. The voice mail is listened to throughout the day and calls are returned no later than by the next business day. If your concern is urgent and cannot wait until then, you may speak with the receptionist. If a nurse is not available, a message will be taken and hand delivered to the nurse's station. Our nurses are sometimes not available to speak directly to patients when they call because they are taking care of patients in the office. They do, however, set aside time daily to return calls.

NURSE VISITS

Nurse visits, prn times, blood pressure checks and injections can be handled without an appointment Monday thru Friday during clinic hours.

MEDICAL RECORDS

This office holds your medical records in strict confidence. They will not be released to anyone without your explicit written permission. All requests for the release of records must be in writing.

I have read and understand the clinic guidelines of WINTER PARK FAMILY HEALTH CENTER.

Patient Name (please print)

Signature Date

Effective January 2007 WINTER PARK FAMILY HEALTH CENTER