

Dear Patient:

We would like to take the opportunity to explain the policies of our office. Please take notice of the following:

Please contact our answering service after hours for **EMERGENCY CALLS** only. This would include fever, changes with your surgical incision or increased pain, **NO** medication refills will be done under any circumstance through these answering service numbers. They may be reached at **727-562-6925**.

All routine calls will be returned within 24 hours, in the order in which they were received.

Please allow 24 hours for prescription refills. To help facilitate these requests, please leave your name, the name of the medication, your birth date and the pharmacy phone number in your message. Under no circumstance will pain medication refill requests be taken after 5p.m. and over the weekend hours.

There will be a **\$50.00 charge** accessed to your account for appointments that you do not cancel within 36 hours unless other arrangements have been made with our billing manager.

If we have ordered imaging studies for you (x-rays, CT scans, MRI's) it is your responsibility to bring the written reports as well as the actual films to your follow-up visit. Unfortunately, we will have to reschedule your appointment if we don't have all of the appropriate information. All tests will be reviewed by Dr. Moreno on your follow-up visit, and the results will not be given over the phone prior to that appointment.

Please be assured that we are committed to the highest level of care for you. Please feel free to contact our office at **727-669-5300** for our Safety Harbor patients and **813-870-1206** for our Tampa patients if you should have any further questions.

Thank you for choosing Dr. Moreno to participate in your care.

Sincerely,

*Dr. Anthony P. Moreno
Dr. Xinmin Tang
Tracey Stecker, PA-C
Cynthia L. McGinty, RN
Felipe Olivero, CST, CFA*

I have read and understand the above mentioned policies.

Patient Signature, Guardian or Personal Representative

Date