



### Our Policies

- To schedule or reschedule an appointment, patients should call **305-559-9732** during normal business hours (M-F: 9:00 am-5:00 pm; Sat: 9:00 am-12:00 pm).
- It is the patient's responsibility to notify this office of any changes in address, phone and/or insurance and if this updated information is not provided, the patient will be responsible for any charges incurred.
- The patient is responsible for attending on time any appointment scheduled with his/her knowledge. Patients arriving more than 5 minutes late for an appointment will be rescheduled at the next available time slot.
- While this office makes every effort to make confirmation phone calls 1 day before a scheduled appointment, it is the patient's responsibility to make note of and attend any appointment scheduled with his/her knowledge.
- If a patient has an emergency situation outside of business hours, or significant adverse reactions to medications, the patient will need to call 911 or report to the nearest ER. Urgent messages may be left with the answering service and will be answered at the on-call doctor's discretion or answered by the office staff during business hours if the doctor determines it is not urgent. It is highly recommended that patients keep track of the medication they have on hand and call for refills during business hours (the earlier in the day, the better) as running out of medication under normal circumstances is not considered by this office to be an urgent message that will be responded to outside of business hours. Misrepresentation of a patient's situation to the answering service in order to be transferred to the doctor will be grounds for termination of treatment at this office.

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