

Hospitalization



Surgical or medical care may be provided at one of these facilities:

HealthPark Medical Center
Lee Memorial Health System

Gulf Coast Hospital

Lee Memorial Hospital
Lee Memorial Health System

Cape Coral Hospital

Welcome!

We welcome you to our practice and look forward to providing you with the best of medical care. If you have any additional questions or concerns, please do not hesitate to call.

APPOINTMENTS & GENERAL INFORMATION



Scheduling

Appointments should be scheduled as far in advance as possible. Our regular office hours are 8:00 a.m. to 5:00 p.m., Monday through Friday. Phone calls are accepted after 8:30 a.m. daily. Weekend and holiday hours are available for follicular monitoring, inseminations, blood tests and oocyte retrieval procedures as needed.

When you make your first appointment, you will be asked simple questions so an appropriate amount of time can be scheduled for you. The office will contact you one to two days prior to your visit to confirm your appointment. ***New patients need to arrive at least 30 minutes early to complete necessary paperwork.***

Our office prides itself on running on time which is greatly appreciated by our busy patients. We are only able to run on time when our patients do the same. If a patient arrives late, the appointment may need to be rescheduled as a courtesy to our other patients.

Cancellations

SRMS reserves the right to bill for a last minute cancellation or failure to keep an appointment. If you find you must cancel or change your appointment time, please try to give at least 24 hours notice so that another patient on the waiting list can be seen.

General information (cont.)



Records

Please have copies of your medical records and your original X-rays forwarded to the office at least one week prior to your appointment as these will be reviewed prior to your visit. If this is not done ahead of time, your evaluation and treatment may be delayed.

After-Hour Emergencies

If you have an emergency outside of normal office hours, please call the main office number. Stay on the line and your call will be forwarded to the answering service and the health care provider on call will be contacted. Please identify yourself as an In Vitro Fertilization (IVF) patient if you are undergoing this therapy so that your message is routed to the correct provider on call. Please keep your phone line open for a return call. A physician will always be available to respond to your emergencies.

Routine Phone Calls

Routine medical questions are first handled by the nursing staff. If further discussion is needed, a message may be left and the clinician will contact you after a review of your chart. Your provider may have a number of calls to return, so please be patient. Routine calls are returned within 48 hours.

Scheduled Phone Calls

This time will be billed appropriately, but it

General Information (cont.)

should be understood that it is not reimbursed by insurance companies.

For Your Safety

For your health and the health of others, we ask that you not smoke in the office or on nearby grounds. Even small quantities of smoke are toxic to the growing embryos in the laboratory.

Prescriptions and Refills

All prescriptions and refills should be requested during regular office hours. Please allow 24 to 48 hours for the prescriptions to be called in. This will allow your clinician to review your medical record and make a well-informed decision regarding your care. Please provide the name and phone number of your pharmacy, as well as the name, dosage, medication allergies and the schedule of all medications you are taking.

In the best interest of the patient, narcotics will be prescribed only during regular office visits and will not be prescribed over the phone, during the evenings, weekend or holidays without evaluation.

How You Can Help

Please notify the receptionist of any changes in your address, contact phone numbers, insurance carrier or other changes since your last visit.

We appreciate your constructive comments. We are always looking for suggestions on how we can better serve you.

Financial Policy

General Financial Policy

SRMS is participating in a number of managed care plans. It is your responsibility, as the patient, to determine if the clinician is on your plan and where any specific laboratory tests must be sent prior to your first visit. Co-payments may be requested depending upon your particular managed care contract.

Cash, checks and major credit cards are accepted as payment for any services not covered by your insurance. A detailed receipt will be provided for your personal records.

If We Participate In Your Plan

SRMS will assist you in obtaining the appropriate authorizations and determine which services will be covered under your plan.

It will be your responsibility, as the patient, to make certain that subsequent visits are authorized by your Primary Care Provider (PCP) if this is a requirement of your plan.

If you are a member of a managed care plan in which we participate, but your specific treatments are not covered under your plan, payment will be requested at the time of service.

If We Do Not Participate In Your Plan or If You Do Not Have Insurance

If we do not participate in your plan, or if you do not have insurance coverage, please remember that payment is expected at the time of service.

Specific Fees

We suggest that fees for **surgical procedures** be discussed well in advance of the surgery. A deposit may be requested prior to the pre-operative visit. As a service to our patients, major surgical procedures are filed by **SRMS** with the respective insurance companies and management organizations. For non-participating plans, you will be responsible for any charges not covered by your insurance carrier.

Some **laboratory tests** are processed by outside labs. In these cases, you will receive separate statements from those facilities. If you have questions regarding their charges, please contact the lab(s) directly.

Additional fees are generally charged for extensive record reviews, as well as for off-hour, weekend, holiday and emergency room visits.

SRMS reserves the right to request reimbursement for **extensive copying of records, and the creation of detailed legal reports and insurance letter.**

Please refer to "Cancellations" on the first page of this insert for information on charges which may be incurred for last-minute cancellations and failures to keep appointments.

Responsibility For Your Bill

It is understood that the professional services offered by your physician are provided to you, the patient. Therefore, the payment of the bill is

your responsibility.

Please feel free to discuss our fees at any time. We realize that the expense involved in the diagnosis and treatment can sometimes be significant and we are sensitive to your concerns.

It is our policy to charge reasonable fees on balances which are 30 days or more past due.