

DELO MEDICAL ASSOCIATES OFFICE INFORMATION

Welcome to Delo Medical Associates. Please take a moment to read our policies and procedures.

Office hours/After hours

We are open from 7:00a.m. - 5:00p.m, Mon.-Fri. by appointment, and on Sat. from 9a.m.-12p.m. for walk-ins when warranted. Please check with our office prior to visiting on a Saturday. We do offer same-day appointment scheduling. If you need to reach the Doctor after office hours, please call Dr. Delo at home, 772-466-0956, or on her cell, 772-475-0161. We are available 24 hours a day, 7 days a week. We make arrangements with other local physicians and urgent care facilities in the event Dr. Delo is out of the area.

Prescriptions/refills

Efforts are made to give you adequate quantities of your prescriptions to last until your next appointment. This is especially true for blood pressure, cholesterol, thyroid and hormone medications. Narcotics are only refilled during office hours. Diagnoses are not given over the phone and antibiotics are given when needed after an examination and the physician has made a diagnosis. **Please schedule an office visit for non-emergency refills of prescriptions.** If there are no unusual changes, you may schedule a minimal visit, but please make every effort to know what prescriptions you will need and get them during your office visit with your physician. Remember that you can always request prescription refills via the patient portal.

Test results

It is our office policy to schedule follow-up appointments to go over test and blood work results, however, you may access these 24 hours a day, 7 days per week via our patient portal or Healow application. Most blood work is done in our office, dependent upon your insurance company, in 2-5 days. The Doctor, Physician Assistant, or Nurse Practitioner reviews all results. All serious abnormalities are brought to our attention immediately and you will be called if results warrant immediate attention. Mammogram and pap- smear results generally take 7-10 days. Please call for results **only** if we have not called you within two weeks. If at all possible please give us a cell phone number or preferred way of communication. Please mark your intake sheet if it is ok to leave a message on your answering machine or with your spouse. The Doctor, Physician Assistant, or Nurse Practitioner **usually returns calls at the end of the day or within 24 hours.** If you feel you cannot wait until that time please inform the receptionist. Generally we do not interrupt medical providers except for emergencies that cannot wait until the afternoon. It is our policy to return calls by the end of the day. If you do not receive a return call within 24 hours please call us back.

If you need to go to the hospital

In an emergency, call 911 or go the nearest ER. Our local hospitals, Martin Memorial Health, St. Lucie Medical Center, Tradition Medical Center, and Lawnwood Regional Medical Center are integrated within our software. All records of admission, care, and discharge come into our system electronically and are monitored daily. But, electronics are not without occasional glitches, so please notify our office after a trip to the hospital.

Making appointments

We do offer same day appointment scheduling. You may request an appointment via telephone, email, or our patient portal. The day of your appointment it is always best to not eat or drink (nothing but water) after midnight (if feasible) unless the doctor advises otherwise. Please bring a list of your questions for the doctor, a list of medications including herb, vitamins and over the counter treatments, and any other doctors that you are receiving care from. Please **request prescription refills to last until your next visit**. We recommend you carry this list with you at all times. We will print one for you upon your request.

NO SHOW CHARGES:

I understand there will be a **\$40.00** no show fee charged to my credit card, should I fail to cancel a scheduled office visit with a physician or provider at Delo Medical Associates, without giving 24 hours advance notice.

I have read and understand this office policy: Signed: _____ Date: _____

How were you referred to our practice: Treasure Coast Directory / Bellsouth / Home Town/ Yellow Book/ Yellow Pages/ Facebook/ Insurance Co./ Friends / Family/ Other