



**JACKSONVILLE
PAIN CENTER**

.....Center for excellent care

Office Policies

Appointments:

- Please call (904) 268-8200 for appointments, scheduling, rescheduling and cancellation.
- We requires 24 hr. notice for cancellation of appointments
- Please write down the day and time of your appointments. At this time, it is not our office procedure to call patients and remind them of appointments.
- Missed appointments may results in \$ 25.00 fee, which must be paid in full prior to scheduling your next appointment.
- Please be on time for your appointment. If you are running late, please call office to find if rescheduling your appointment is more advisable.

Financial Obligations:

- Payment (Including Co-Payments and deductible) is expected when service is rendered.
- There will be \$ 15.00 fee per page to complete any disability, parking permit or any forms. The forms may not be ready same day. Please call office to find, when the forms are ready to be picked up.
- There will be \$ 35.00 charge for any returned check in addition to the amount of the check.

Phone Calls:

- For all emergencies, please call 911 or report to nearest emergency room.
- Please leave message for any question or concern and the call will be returned as soon as possible. Please do not call repeatedly throughout the day.

Medication refills:

- Please call your pharmacy for prescription refill. They will send us fax authorization and Dr. Shah will authorize refill based on your chart review.
- If you need a written prescription, please call office and allow us 24-48 hour for the refill.
- If you have someone else picking up the prescription, you must sign and date a note stating your approval to them to do so. Please include the name of person in the note, who will be picking up your prescription. They must present the note and a picture ID each time to the front desk when picking up prescriptions.
- Early refills on medication will not be given.