

## **DELO MEDICAL ASSOCIATES OFFICE INFORMATION AND PROCEDURE**

Welcome to Delo Medical Associates. We appreciate the opportunity to serve you and pledge to provide you our best medical care, with compassion, in a safe environment. In order to make our relationship with you the best it can possibly be, please be familiar with the following policies and procedures.

- We promise to inform you at check-in if your doctor is running behind.
- We promise to treat you with respect & dignity in a professional and caring manner. In return, we expect you to refrain from using verbally abusive language, threatening any employee or provider, or any otherwise hostile behavior. Using such is cause for immediate termination from this practice.
- To respect other patients, we ask that cell phones be turned on vibrate mode while in our office.
- Missing or no-showing your appointment creates an undue burden and increases the cost of care to other patients. Missing three appointments without notice will result in dismissal from this practice.

### **Office hours/After hours**

We are open from 7:00a.m. - 5:00p.m, Mon.-Fri. by appointment. We do offer same-day appointment scheduling. If you need to reach Dr. Delo after office hours, please call our office and you will be instructed how to proceed. Please refrain from calling Dr. Delo unless it is something that cannot wait until our normal business hours. She does make herself available 24 hours a day, 7 days a week in the event of an emergency. We have 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 provider 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, but you should call your pharmacy first.

### **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 or if there will be a change in treatment. Mammogram and pap- smear results generally take 7-10 days. We don't generally call you with normal results. 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 speaking, 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 to the nearest ER. Our local hospitals, Cleveland Clinic North/South, 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 providing you let them know that we are your Primary Care Provider office. But, these systems are not without occasional glitches, so please notify our office after a trip to the hospital so we may schedule accordingly. You should always call our office first, if possible, before making a trip to the Emergency Room. Many times, we can see you in the office or suggest an Urgent Care Center.

**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 account, 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**