



Policies and Procedures

Thank you for choosing Sunny Isles Physicians as your Primary Care Center. The staff at Sunny Isles Physicians strives to make this office a welcoming medical home for you. We want to make your experience with us as comfortable and stress free as possible. This hand out will tell you about who we are and how we operate. Please feel free to contact our office if you have any questions concerning our policies.

Office Hours: Mon — Friday 9:00am — 6:00pm

(We are on Phone Service from 12:00pm — 1:00pm M-F)

APPOINTMENTS

Scheduling future appointment

When calling for an appointment, follow up, or sick visits, please keep in mind appointment time is scheduled based on the needs. New Patients and Sick visits are scheduled for 60 min. Follow ups and visits to go over blood work or diagnostic results are 30 min. If you have regular follow-up visits please make sure to schedule your next visit at check out. * *If you scheduled an appointment for an illness, please note that a full check-up cannot be done at that appointment. Please schedule separate appointments for that purpose.

Late for an appointment

We require a 24hr notice if you need to cancel or reschedule your appointment. **If you do not give us 24hrs notice you will be charged a \$50.00 no-show fee.** Late for an appointment We are a very busy practice and all our physicians time are valuable. It is important for our office and other patients that you be on-time for your appointment. If a patient is 15 minutes late for an appointment, you will be rescheduling for the next available appointment time. _____

Missing an appointment

We cannot stress enough how important it is that you come to your appointments. We call and remind you of the appointments 24hrs prior to your appointment as a courtesy. However, you are still responsible for keeping your appointment time even if we cannot reach you. **You will be charged a no-show fee of \$50.00 if you don't show up for a scheduled appointment and do not call.** _____



Appointment notes — We do our best to run on schedule. There are many ways you can assist us in staying on time:

- Please be on time for your appointment, arrive 10-15 min early to update any paperwork
- If you schedule a visit for one patient, please make it for that patient only. If you have two siblings that need to be seen, for instance, please be sure to schedule two appointments. • Remember that SICK/URGENT appointments do not allow enough time for a physical to be done, please schedule that for another day.
- Keep your appointment at the time allotted, if you cannot get everything in one visit, please schedule a follow up. _____

** We do make all efforts to stay on time but emergencies do occur from time to time and we might run behind as a result. Please make sure to Arrive 10-15 minutes before schedule time to avoid back up if paperwork has to be updated. We will try very hard not to waste your valuable time. **

Parking- Parking passes will be given at check in- We keep ID until end of visit, we will exchange ID with parking pass at check out. Parking passes that are lost will be charged a \$25 fee.

Co pays

As part of our contract with the insurance companies, we are legally required by the terms of the contract to collect any co pays from you at the time of service. If you do not have your copay, we will reschedule your visit. _____

Insurance

As a courtesy to our patients, Sunny Isle Physicians is happy to file insurance claims on your behalf. If you also have a secondary insurance please let our staff know. We will need a copy of all cards. It is your responsibility to call your insurance company before your first appointment and make sure our office is In-Network with your insurance. It is also your responsibility to inform our office of any changes in insurance coverage. Failure to do so will cause delays or denial of insurance payment.

You will be billed for any deductible or co-insurance amounts, and/or fees for services not covered by your insurance (as stated in your insurance contract). If we are unable to verify insurance coverage prior to scheduled appointments, patients will be responsible for fees associated with office visits at the time of service. _____



Medicaid Patients

If you or your children are on Medicaid, your Medicaid card must have Dr. Martin Dayton or Natalie Navas-Ross ARNP listed as your provider. We are unable to see patients until the card is corrected.

Prescriptions

If you need a prescription refill, please call your pharmacy and have them fax the request to our office at (305) 936-1849. **Requests received may take 24-48 hours to approval.** Please note that narcotic medications require a paper prescription signed by Dr. Dayton. Early refills will not be given. Changes and/or new prescriptions can only be completed by the physician. Please be aware that you may have to be seen to receive a new prescription. Please do not ask staff to alter your medication(s) or dosing instructions. If you haven't been seen by the physician in over 6 months and need a refill, you may be asked to schedule an appointment.

Lab Services

Patients will be serviced for Lab work "Same Day" if the Physician request a STAT order, otherwise you may be referred to an outside lab. Patients with insurance coverage will be billed directly from LabCorp/Quest or any other labs we may use for any lab services performed. Self-pay patients will be charged for any labs at the time of the service.

Check Out - Follow up and routine appointments will be made at the desk during check out. We encourage this so that you chose a date and time that is best for you and not one you only have choice on.

Referrals

Referrals can only be made by the physician. If you haven't been seen, for this complaint, in this office, the referral will require an office visit. Once a referral has been created by our physician(s) please allow 3 business days for processing. Once we send the referral to the appropriate facility that facility will contact you directly to schedule your first appointment. Please contact our office if you have not heard about your referral within 4-5 business day

Messages

All phones messages received will be followed up within 24-48 business hrs. Urgent/Stat messages may take up to 24 hours for a response. We will not take any messages considered emergent, please refer to Urgent care or Emergency room to discuss.



POLICIES & PROCEDURES ACKNOWLEDGMENT FORM

By signing below, I acknowledge that I have received, reviewed, understand, and will comply with the policies and procedures explained in the Sunny Isles Physicians, OFFICE POLICIES & PROCEDURES FOR PATIENTS.

PRINTED NAME

SIGNED NAME DATE

Thank you!

Sunny Isles Physicians