

MASF DOCS OFFICE POLICIES

Appointments

Appointments can be made by calling our office during normal business hours from 7:30 a.m to 5:00 p.m.

After Hours & Emergency Care

If you are experiencing an emergency, dial 911 or head to the nearest emergency room. For all other calls, an on-call physician is available 24-hours a day, 7-days a week by calling 305-888-2607.

Referrals and Authorizations

We require 7 business days notice before an appointment with a specialist or any other service that requires a referral or an authorization to be processed.

Prescription Renewals/Refills

Prescriptions are renewed during normal office hours. We require 7 days notice for refills to be processed in a timely manner. In some instances, we may require that the patient be seen in our office prior to medication renewal.

Financial

All office visits are payable at the time of service. We accept cash and most major credit and debit cards. Please contact our billing office should you have any financial questions or concerns.

Medical Records and Release

At MASF DOCS, LLC, we pride ourselves on providing convenient care. Along with this, we feel the patient/parent should have open access to their medical records without charge. Understanding that many practices are now charging patients/parents for copies of their medical records, MASF DOCS will continue to offer this service free of charge for the first copy and transferring out of the practice.