



## MAETOZO TOTAL WOMAN'S CARE OF ST. AUGUSTINE, LLC

1301 PLANTATION ISLAND DR. STE 103

ST. AUGUSTINE, FL 32080

PH: 904.461.5330

FAX: 904.461.5334

### OFFICE POLICIES

#### Payment Responsibilities

Each patient is responsible for payment of medical services at the time of treatment. As a courtesy, we will file your claim with your insurance company, if we have an active contract with them. To do so, it will be necessary that you bring your insurance cards with you so that your claim can be processed accurately, avoiding untimely delays. If you are uncertain whether we participate with your particular plan, please feel free to ask, or call the customer service number on your insurance card. Federal law prohibits our office from writing off any balance due after insurance.

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#### Missed Appointments/Late/ Cancellations

Broken appointments represent a cost to us, to you, and to the other patients who could have been seen in the time set aside for you. If you have an unexpected event, please call to inform us that you need to reschedule within 24 hours of your appointment time. Patients who do not show for an appointment without calling will be charged a \$75.00 no-show fee. \$100 for procedures. You will not be able to reschedule until the no-show fee is paid in full. Missing two appointments is grounds for discharge from the practice. Patients who arrive late, missing more than half of their appointment slot, will be offered appointments at the end of the schedule, if possible, or rescheduled. Please ensure that we have updated contact information to remind you of any upcoming appointments.

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#### Established / New Patients

All patients are required to complete a medical health history – either by the patient portal, or by completing the paperwork printed out. This must be completed at least 48 hours before your appointment. Not completing this will result with rescheduling of your appointment. You may make arrangements with the office staff to have it mailed to you and given back prior to your appointment.

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Office Delays

From time to time, emergency care and procedures will need to be performed, causing unexpected delays on the part of our office staff and physicians. Please bear with us when these times arise. We will make every effort to expedite your visit or give you the opportunity to reschedule your appointment.

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Weekend Prescriptions

All prescription requests require a minimum of 48-hour notice. Prescriptions are called in or sent electronically to the pharmacy we have on file at the end of each business day Monday-Thursday. On Fridays, prescription requests that are not called in by 12:00 noon will not be called in until the next business day. If your medicine is about to run out, please have the pharmacy fax over a refill request to 904-461-5334. Please allow a minimum of a 48-hour notice.

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Medical Forms

A \$40 fee is applied to any completion of medical forms – in include, but not limited to – Disability, Aflac, Return to work form from surgery, etc.

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Medical Records

Upon request, we will provide you copies of your medical records, or you may log into your patient portal and access your records at any time. The portal website can be found at [sherrimaetozo.com](http://sherrimaetozo.com). If you require more than a year of your records, please allow up to two weeks to process this request. We only provide the last three years of service. Anything over three years is a charge of \$1 per page fee.

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\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name