



**Alan Cleland, M.D.**  
**Brijmohan Sarabu, M.D.**  
**Rosalyn Crawford, M.D.**  
**Matthew Swiatowicz, PA-C**  
**Courtney Nicholson, PA-C**  
**Justin Keeton, APRN**  
**Tabitha Oravetz, APRN**

**OFFICE POLICIES**

Baptist Endocrinology-South  
 14540 Old St. Augustine Rd.  
 M.O.B. II, 2<sup>nd</sup> Floor, Suite 2201  
 Jacksonville, Florida 32258  
 Phone: 904.880.9696  
 Fax: 904.390.7452  
 Baptistendocrinology.com

Appointments and Consultations - To schedule an appointment with Baptist Endocrinology-South, please call the office at 904-880-9696. Our staff's primary goal is your utmost satisfaction, which includes accommodating your schedule as efficiently as possible, and we make every attempt to meet requests for specific dates and times. With our scheduling practice, we strive to keep waiting time to a minimum.

If you are more than 15 minutes late for an appointment, the appointment may need to be rescheduled. This is to ensure that the patients who arrive on time do not wait longer than necessary to see the provider. You may be given the option to wait for another appointment time on the same day if one is available. We will try to

accommodate late-comers as best as possible, but cannot compromise on the quality and timely care provided to our other patients.

Cancellation Policy - If you are unable to maintain your scheduled appointment, we kindly ask that you provide us with at least 48 hours' notice. This courtesy on your part will allow another patient to accept your appointment time. No shows/Cancellations less than 24 hours can result in a \$50.00 fee that must be paid before another appointment can be rescheduled.

More than 3 cancellations/no-shows can result in dismissal from the practice

Financial Policy - All fees and co-payments are due at time of service is rendered; we accept most major credit cards, checks, and cash.

If you have questions regarding billing/making financial arrangements, please contact our billing department at 904-202-1032.

Past Due Accounts:

Delinquent accounts will be required to make payment at the time of service. If you are unable to make mutually agreeable payment arrangements, we will be glad to reschedule your appointment.

Insurance - As the healthcare environment continues to evolve, it is most prudent to call your insurance to determine whether we participate with your particular insurance carrier.

Please bring the following to your visits:

- Insurance card
- Effective Authorization from your primary care physicians if your insurance requires ones  
If there is no authorization on file you may be charged for the visit.
- Picture identification
- A list or medications you are currently taking (including nutritional supplements)

Medication Refills - To ensure timely refill of your medications, please follow these steps:

- Let your provider know at each visit if there are any medications that need to be refilled.
- If you are not at the clinic, please contact your pharmacy for medication refills.  
Pharmacy will fax a request to our clinic with all appropriate information (name of medication, quantity, last fill date, etc.)
- Medication refills are processed during regular office hours only
- Your provider needs at least 48 hours advanced notice to fill your prescription. Please contact your pharmacy BEFORE you run out.

Prior Authorization:

Insurance companies frequently deny payment for certain non-formulary prescriptions. We encourage that all patients check their prescription formulary to avoid a delay in treatment and the need for a prior authorization. An office visit may be required to address prior authorization concerns.

The physicians at Baptist Endocrinology do not fill out any type of disability or FMLA forms.

All testing results are discussed during a scheduled appointment. Once testing is completed, it is the patient's responsibility to call and schedule a follow up visit with the physician/physician assistant. One should not assume results are normal.

Contact Us

Monday-Friday 7:30am - 4:00pm

Phone: 904.880.9696

Fax: 904.390.7452

After hour's emergency answering service: 904.880.9696

<b>PRINT NAME:</b>	<b>DATE OF BIRTH:</b>
<b>SIGNATURE:</b>	<b>DATE:</b>