



WESLEY CHAPEL

INTERNAL MEDICINE AND PEDIATRICS

Manish Shah MD, FAAP

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Office Policies

Last updated 9/2018

Dear Patient or Parent/Guardian,

As a part of ongoing effort to make being at our office a pleasurable experience, we have adopted some standard policies to ensure your continued satisfaction with our services.

1. We are here to take care of you. **The office is open Monday – Friday from 8am to 5pm.**
2. We will make every attempt to see you when you are ill on the same day or the next day. Dr. Shah will occasionally overbook appointments for this purpose.
3. We attempt sincerely to see you on time. If the wait to be seen is expected to exceed 30 minutes, you should and will be notified. Please be patient as we do try to make room for everyone in the schedule when they are ill.
4. If you are unable to keep an appointment, we ask that you re-schedule at least 24 hours prior to your appointment time. If you no-show for an appointment or cancel within 24 hours of the appointment time, there will be a **no-show/untimely cancellation fee of \$35** charged to your account. Excessive no-shows or untimely cancellations for appointments may result in dismissal from the office at the discretion of Dr. Shah.
5. Please give us at least **1-week notice for medication refills**. (Most prescription refill requests are done within 24-72 hours of your phone call.)
6. You should always receive a call regarding results of labs and other tests that Dr. Shah orders for you. If you do not receive a result, it is imperative that you call the office for the result. Every test is reviewed by a provider. Most labs and tests are reviewed within 24-72 hours of receiving the result. If it has been more than 10 days, please advise us immediately.
7. We do ask that non-health-related paperwork (e.g., FMLA, Disability, and Medicare-required paperwork) be filled out during an office visit. Please understand that these forms take time to fill out accurately, and your presence is necessary. **Please understand also that we charge an additional and separate fee of \$35 for the completion of these additional forms.**
8. School Physicals & Gold and Blue forms will be filled out without requiring an additional office visit if the child has been seen here for a well child exam in the last 6 months. Please give us at least 48 hours notice to have these forms completed.
9. **All patients requiring controlled prescriptions will be assessed a \$10 fee for every visit requiring a controlled prescription** to help defray the cost of new regulations required for writing controlled prescriptions. This new state regulation went into effect on July 1, 2018.
10. We ask that all children brought to the office act and behave appropriately for their age(s).
11. **Our After-Hours Phone Number to speak with Dr. Shah is (813) 681-0093**, to be used only for urgent medical care needs.
12. **All balances are due at the time of service. We ask that you make arrangements for all balances with us prior to your visit. Services will not be rendered, and you may be rescheduled if payment arrangements are not made. Any balances billed to insurance and not paid by or not covered by insurance, do become patient responsibility, and will be due at the time of service.**

We take pride in our work and our office, and we are always looking for suggestions for improvement. Please feel free to drop off any suggestions to our office. Any confidential requests can be discussed with Dr. Shah directly. Thank you, and Welcome to Wesley Chapel Internal Medicine and Pediatrics.

Patient Name (Please Print): _____

Parent/Guardian Name (if applicable): _____

Patient/Guardian Signature: _____ Date: _____