

WELCOME!

INTRODUCTION TO OUR OFFICE

PLEASE TAKE A FEW MOMENTS TO READ A LITTLE INFORMATION ABOUT OUR OFFICE

MAKING APPOINTMENTS

- We do our best to work our current patients in the same day for sick visits or urgent issues. We have a Nurse Practitioner who sees most of these visits if the doctors are unavailable to make sure your needs are still taken care of.
- Arriving early for your appointment does not assure that you will get in before your scheduled appointment time. We occasionally run behind schedule, so we would prefer that you arrive right on time to make sure you do not wait longer than necessary.
- We are not always running on schedule, however, the providers take their time with patients to make sure all questions are answered. They will spend the same amount of time with you if you need it based on the complexity of the problem.
- After every visit, a follow up visit is made. It is your responsibility to keep your appointment to review your results.

AFTER HOURS

- Our regular office hours are Monday – Thursday 8:30am – 4:30pm and Friday 8:30am – 4:00pm. If you have non-life threatening medical issues after hours, we recommend:

**Calling our Office for our Doctor on Call
ph: 352-243-3443**

- If you have any urgent medical issues after hours and are unsure of what to do, please call our main office phone number, 352-243-3443 to get your physician's after hours contact information.



PATIENT PORTAL

- We have an online Patient Portal where you are able to see your test results, message the office directly, download your Personal Health Record, request refills, referrals, etc.
- We have this available so you can see your results as soon as we can. We will only contact you directly if your tests come back with abnormalities that need to be addressed immediately. Otherwise, your results will be reviewed with the physician on your next appointment.
- If you provide your email address for the Patient Portal access, you will receive email reminders for your appointment. These are sent 1 week and 1 day before your appointment.
- If you do not have internet access to see your results on the Patient Portal, please call our office to find out if your results are within normal limits.