



The JOI-Beaches surgeons are pleased to offer orthopaedic care to you and your family. In order to serve you better and expedite our care, we ask that you familiarize yourself with our office protocols outlined below.

#### Appointments:

- We are happy to fax, mail or email our paperwork to you. It can also be located online at [www.joibeaches.com](http://www.joibeaches.com)
- We treat patients by appointment only. If you are unable to keep a scheduled appointment, please call during normal business hours, at least 24 hours in advance.
- Please arrive at least 20 minutes ahead of time to process paperwork/IPAD and keep your appointment on time.
- Be certain to bring your insurance cards, social security number, driver's license, & guarantor information.
- Remember to bring all x-rays, MRI's, reports and doctor notes that pertain to your current health issue. Our physician's need these to ensure a thorough medical evaluation and treatment plan.
- Please bring a list of all medications you are taking (dosages included please).

#### Co-pays, Deductibles and Self Pays

- Outstanding balances, co-pays and deductibles are collected at the time of your visit.
- Patients who are 'self pay' are asked to pay in full at the time of service or will be asked to reschedule.

#### Referrals:

- Some Insurance companies require a referral from your primary care doctor **prior** to an appointment with a specialist. If your insurance company requires an authorization, and you are unable to secure the authorization before your appointment with us, please notify us immediately. We will gladly reschedule your appointment when the referral is received by our office.

#### Prescription Requests:

- Please call **at least 24 hours before running out of your medication**. We ask that you leave your first and last name, date of birth, the medication you will need and the **pharmacy name and phone number** where you would like the prescription filled.
- Requests may take 24 - 48 hours to process with your pharmacy. Always check with the pharmacy after 6:30 p.m. before attempting to repeat your request to our office.
- Prescriptions requested on Friday after 12:00 noon will not be processed until the following Monday.**
- Please Note: Our office does not fill prescriptions after hours or on weekends due to medical/legal requirements.**
- Our physicians do not treat chronic pain patients. Patients are expected to have or arrange for a primary care physician to address chronic pain issues.

#### Voice Mail Messages:

- Our clinical staff is assisting patients during business hours. Please indicate the urgency of your need to our operators. When you are transferred to voicemail leave your first and last name, date of birth, a phone number where you can easily be reached and a detailed message stating your needs.

#### Completion of Insurance, Disability or Supplementary forms

- Please complete the patient portion of the forms before submitting them to our office.
- Bring the forms to your office visit and have them collected at our front desk for processing.
- A **\$20 pre-pay fee** is due **for each form the office is asked to complete**. This is not covered by your insurance company.
- Allow 7 - 10 business days to complete your forms. Upon completion, we will gladly fax them to your insurance company.

#### Medical Record Request:

- In order to be compliant with federal requirements, a signed release form is necessary to obtain your medical record. Forms can be faxed, mailed or picked up at our office.
- Please allow 7 - 10 business days to process.
- A **\$10 pre-pay fee is charged for each CD requested** of x-rays.

#### Calling After Hours:

- Call 911 for any emergency situation.**
- Please call after hours with urgent matters only.
- Routine matters will be handled the next business day.