

Welcome to our practice. We are pleased you have decided to let us attend to your Urological health.

If you have received paperwork in the mail, please complete it; bring it with you to your appointment and arrive twenty minutes early to sign some required forms.

Your primary care physician has either agreed to send us records or given records to you. If you have the records, please mail them or drop them by so we can make sure they include the tests our doctors require.

If you have seen a Urologist before, it is important that we have those records also. Please obtain them and send us a copy. We need reports (and films if possible) of any x-rays, KUB(s), IVP(s), PSA(s), urinalysis, pathology, cytology, or any surgeries you may have had.

PLEASE BRING YOUR INSURANCE CARDS AS WELL AS AN ACCURATE LIST OF ALL THE MEDICINES YOU ARE CURRENTLY TAKING and dosage (include vitamins, aspirin and other over-the-counter medications).

If your insurance company is an HMO, please do not forget to check with your primary care physician's office to make sure that your visit has been pre-authorized.

ABOUT OUR OFFICE: We are open from 8:00 am. to 4:30 pm. Monday through Friday. We do close early the day before holidays and some Friday afternoons.

One of our physicians is always on call and available for emergencies or post-operative questions. Please do not call with routine questions (i.e., prescription requests) when the office is closed.

Prescriptions: Please contact your pharmacy and have them fax (not call) a request for refills. Please do your best to contact your pharmacy at least 2 weeks or more prior to running out of your medications. Most insurance companies are requiring a preauthorization which can be an exceptionally difficult and time-consuming process. Please do not expect to call our office during the day and have the prescriptions available the same day. In most cases, even if no preauthorization is required, we are too busy caring for patients and attending to emergencies to handle refills that quickly. Also, due to time restraints, the potential for error, etc. we do not call prescriptions in to pharmacies such as Merck-Medco.

Communication: We try to get back to patients who call as soon as possible. We do, however, see patients in the hospital and office and to avoid running chronically behind with our appointments, non-emergent calls must be saved and returned within 48 hours. We will call with the test results as soon as we have the report and it has been reviewed by your doctor. This may take up to 2 weeks. If you have an office visit scheduled within a week (or so) of the test, the doctor will discuss the results with you in person at that time. We do not discuss pathology results over the phone.

Cancellations: If you need to cancel an appointment, please give us as much notice as possible. There are always people who have new symptoms or problems and need to be seen. Since we are a surgical practice, our physicians are frequently called away for emergency surgery. If this causes us to reschedule your appointment, we will do our best to contact you as quickly as possible.

Payment: If we do not participate with your insurance company, payment will be requested prior to seeing the doctor. If we do participate with your insurance company, your co-pay and/or deductible will be collected at the time of your visit.

HIPAA: Our practice is fully compliant with all HIPAA privacy guidelines. If you would like a copy of our HIPAA Privacy Notice, please don't hesitate to ask.

Cell Phones: Please silence or turn off your cell phone or other electronic device while at the office.

We try our very best to be warm and understanding of your needs, emotions, concerns, etc. Please afford us the same consideration. Our physicians and staff are good, caring people. We are like family here and do not like it if someone is rude or unduly difficult. In fact, we consider rudeness to our staff to be the same as rudeness to our physicians and should it occur, we would undoubtedly feel that it would be in everyone's best interest for that individual to seek his/her urological care elsewhere. By the same token we also want to be made aware if one of us was less than polite to you.

If you have any questions, please let us know. We look forward to meeting and caring for you.

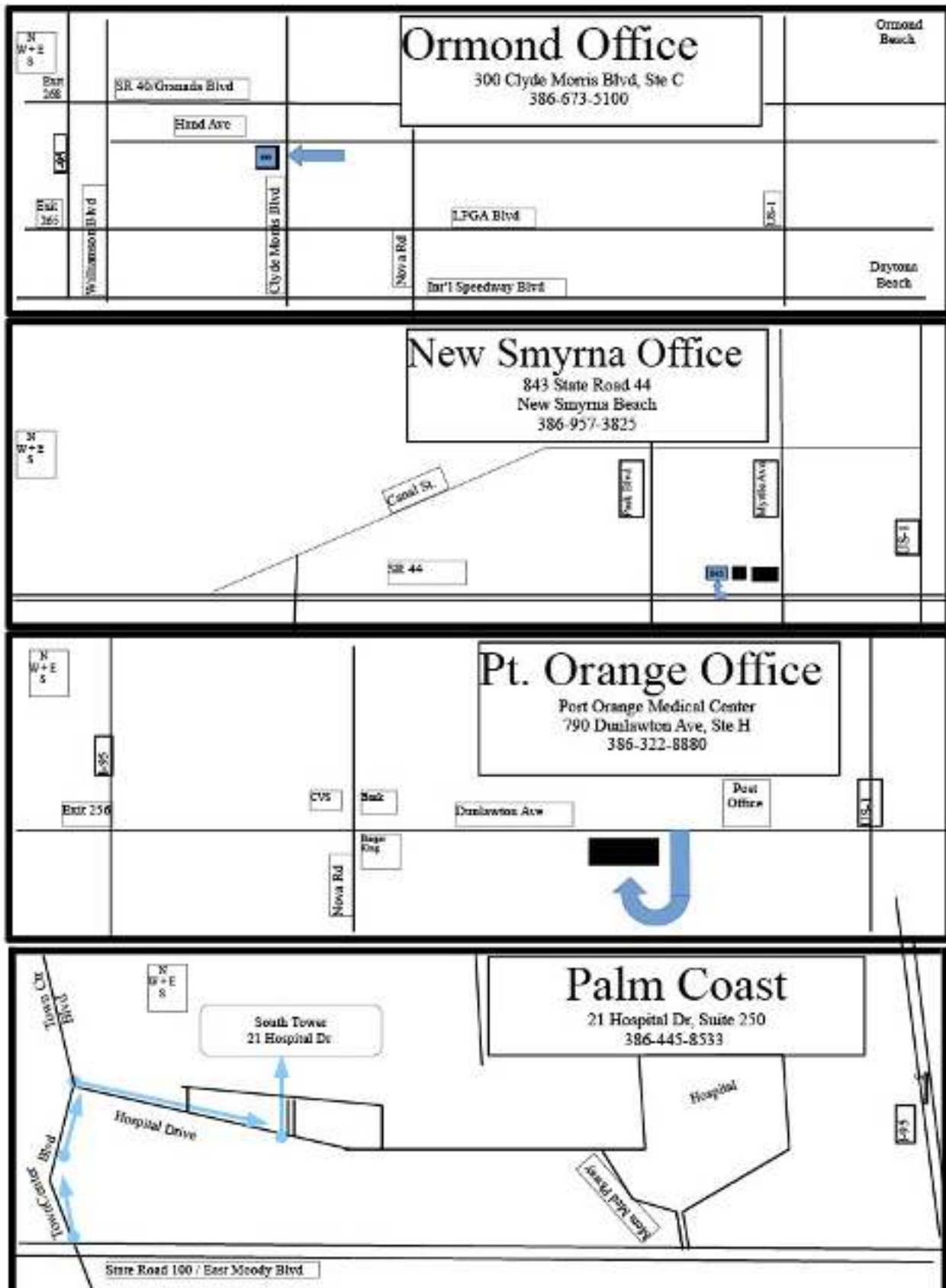
Port Orange Medical Center
790 Dunlawton Ave
Suite H
Port Orange, FL 32127
386-322-8880

Daytona Office
1620 Mason Ave
Suite E
Daytona Beach, FL 32117
386-673-5100

Ormond Office
300 Clyde Morris Blvd. Suite C
Ormond Beach, FL 32174
386-673-5100
Fax: 386-673-6014

Palm Coast Office
21 Hospital Drive
Suite 250
Palm Coast, FL 32164
386-445-8533

New Smyrna Beach
843 State Road 44
New Smyrna Beach,
FL 32168
386-957-3827



Dear _____,

Thank you for scheduling an appointment with Dr. _____.

I have enclosed a patient information sheet for your convenience. It is imperative that you bring the completed information sheet with you at the time of your appointment.

Your appointment is scheduled for: _____ , _____
_____ a.m. / p.m. at the
_____ Office.

Arrival

Please arrive 20 minutes prior to your appointment time so that we may complete your registration and avoid unnecessary delays.

For All Patients

Please bring any pertinent:

- Medical records
- X-rays, or
- Test results
- Also bring a Photo I.D. and your Insurance Card.

Important: If we do not have the actual insurance card, we may not be able to confirm your coverage and you will be responsible for the full cost of the initial visit at the time of service.

For Adult Male Patients

Please come into the office with a full bladder. You will be asked to void into a machine that documents the strength of your urinary flow.

Vasectomy Consultations

The initial visit with the physician is mandatory prior to the procedure being scheduled.

Contacting Us

Thank you and don't hesitate to call if you have any questions or need to reschedule or cancel your appointment.

► See reverse side / next page for maps to the various office.

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Prescription Refill Policy

Effective January 1, 2013

Please strive to go to your pharmacy and refill your prescriptions at least 2 weeks or more prior to running out of your medication(s).

Most insurance companies are now requiring a pre-authorization for all drugs that are not on their “preferred” lists. Unfortunately, we have no way of knowing what the preferred drugs are for your insurance plan. There are hundreds of insurance plans, and they all change their preferred lists or formularies regularly. They are also making the pre-authorization process much more difficult than it used to be. It usually requires one of our staff to sit on hold for 10-15 minutes per call. However, at times it can be much longer (30-45 minutes). We simply do not have the staff to do that on a regular basis. As a result, it can take up to 2 weeks for us to obtain our pre-authorization.

In some circumstances, a different drug (that is on your insurance company’s current formulary) may be necessary, which will require us to speak with your urologist and obtain his/her approval. If a side effect or drug interaction profile of the alternative drug is substantially different, an office visit to go over them may also be necessary.

You can help us with this process by always refilling your prescription(s) at least 2 weeks early or calling your insurance company (you may also be able to go onto their website as well) and finding out if they prefer a similar drug and letting us know prior to filling your prescription. As noted above, we will consult your doctor and we will give you a new prescription if he/she feels it is appropriate.

Thank you very much!

Financial Policy

Effective January 1, 2024

We are committed to providing you with the best possible care, and we would be happy to discuss our fees with you at any time. Your clear understanding of our Financial Policy is important to our professional relationship. Please ask if you have any questions about our fees or Financial Policy.

Our office requires payment in full due at the time of service, unless we participate with your insurance company, or arrangements have been made prior to the appointment. Co-payments and deductibles are always expected at the time of the service. If it should become necessary to bill you, it is our policy to add a late payment charge of 1.5% per month on all unpaid balances starting 30 days from the date of your first bill.

Also, please remember that your insurance policy is a contract between you and your insurance company. You are ultimately responsible for knowing what diagnosis(es) and/or procedure(s) may or may not be considered for payment or require deductible, co-payment, etc.

MISSED APPOINTMENTS: You may be subject to a \$50 charge for missed appointments if the appointments are not canceled at least 24 hours in advance.

INSURANCE CHANGES: Please don't forget you must notify us prior to your next visit if your insurance changes or you may be responsible for payment yourself. I understand and agree that I am ultimately responsible for the balance of my account for any professional services rendered. I certify that the information I have provided is true and correct to the best of my knowledge. I will notify you of any changes in the information that I have provided.

PATIENT WITH MEDICARE COVERAGE

I certify that the information given by me in applying for payment under Title XVII of the Social Security Act is correct. I authorize any holder of medical or other information about me to release to the Social Security Administration or its intermediaries or carriers, any information needed for this or a related Medicare claim. I request that payment of authorized benefits be made on my behalf. I assign the benefits payable for physician services to the physician and authorize such physician to submit a claim to Medicare.

NON-MEDICARE PATIENTS

I authorize the release of all medical information to my insurance company(ies) and request that payment of my insurance benefits be sent directly to The Florida Urology Center (unless payment in full has been made at the time of service).

TREATMENT

By signing below, I authorize treatment by The Florida Urology Center's physicians and their staff.

HIPPA

By signing below, I acknowledge I have received a copy of the Notice of Health Information Practices.

CONTACT

By signing below, I authorize all of the phone numbers I have provided (including my mobile number) to be used to communicate with me regarding my treatment, billing or services rendered.

Signature of Patient / Guardian

Date

Please bring your insurance cards, photo identification and medication list to your appointment.

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www.floridaurology.com

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Board Certified Urologists

2024 New Patient Form

Name:		DOB: / /		Age	
SS# - -		Gender: <input type="checkbox"/> M <input type="checkbox"/> F			
Local Address:		City:		State:	
Zip:					
Primary Phone: () -		Cell <input type="checkbox"/>		Secondary Phone: () -	
Cell <input type="checkbox"/>					
E-mail Address:					
Preferred Contact Method to Confirm Appointments: <input type="checkbox"/> Voice <input type="checkbox"/> Text <input type="checkbox"/> Both					

I authorize messages with medical information to be left at the above number(s) _____ (Patient Initials)

Please list below who F.U.C. staff may speak with about your health care:

Emergency Contact:	Relation to Patient	Phone:
Other Contact:	Relation to Patient	Phone:

Employer/Position:		Phone:
Family Doctor:		Phone:
When was your last well visit/annual physical?		Date:
Your Pharmacy:		Phone:
What Lab do you use?	Phone or Email:	
Who referred you to our office? (Physician, Phone book, online search)		

Insurance: Primary _____

Insurance: Secondary _____

- If either of the above insurances are offered through a retirement plan, please state the name of the company you worked for prior to retiring: _____
- Do either of your insurance companies require pre-authorization to see a physician? Yes ☐ No ☐
- If authorization is required, did you bring it with you? Yes ☐ No ☐
- If you receive insurance through someone else such as a parent or spouse, please enter the information below:

Name of Insured:		Employer:		Relation to Patient:	
Address		SS# - -			
City		ST:	Zip:	Insured's DOB: / /	

► Continued Back / Next Page

Office Use Only: Copy of Insurance Card? Yes ☐ No ☐ | Copy of D.L. or I.D.? Yes ☐ No ☐
TFUC 2024

Name: _____

Date: _____

What is your reason for seeing the doctor? _____

What questions would you like to ask the doctor? _____

Have you ever been treated for alcoholism? ☐Yes ☐No

Have you ever been treated for drug abuse? ☐Yes ☐No

Have you ever had a blood transfusion? ☐Yes ☐No

Personal History	Yes	Surgical History	Yes	Date	Allergy History	Yes
Arthritis		Appendix			Aspirin	
COPD		Gall Bladder			Codeine	
Coronary Artery Disease		Hemorrhoid			Morphine	
Diabetes		Hernia			Mycins	
Gonorrhea / Syphilis		Prostate			Penicillin	
Hay fever / Asthma		Ovary/Ovaries			Sulfa	
Heart Disease / Stroke		Uterus			Tetracycline	
Hernia		Other (explain below)			Cipro	
High/Low Blood Pressure					Latex	
Paralysis					Iodine	
Neuritis					Other: (list below)	
Paralysis						
Cancer (explain below)						

Date of last visit with your primary care physician: Date: _____

LIST ALL MEDICATIONS: PRESCRIPTION AND OVER THE COUNTER – OR PROVIDE WRITTEN LIST

Medication Name	Dosage/Strength	Frequency/How Often	Taken orally?

2024 New Patient: Review of Symptoms | Check All That Apply

CONSTITUTIONAL	Yes	RESPIRATORY	Yes	HEMATOLOGIC / LYMPH	Yes
Weight Loss		Cough		Easy Bruising	
Fatigue		Coughing Blood		Gums Bleed Easily	
Fever		Wheezing		Enlarged Glands	
EYES		Chills		Prolonged Bleeding	
Glasses / Contacts		GASTROINTESTINAL		MUSCULOSKELETAL	
Eye Pain		Heartburn		Joint Pain / Swelling	
Double Vision		Nausea / Vomiting		Stiffness	
Glaucoma		Constipation		Muscle Pain	
Cataracts		Change in B.M.'s		Back Pain	
EAR – NOSE - THROAT		Diarrhea		SKIN	
Difficulty Hearing		Difficulty Swallowing		Rash / Sores	
Ringing in Ears		Jaundice		Lesions	
Vertigo		Abdominal Pain		Itching / Burning	
Sinus Trouble		Black Stools		NEUROLOGICAL	
Nasal Stuffiness		GENITOURINARY		Seizures	
Frequent Sore Throat		Pain Urinating		Weakness / Paralysis	
Hoarseness		Burning		Numbness	
CARDIOVASCULAR		Frequency		Tremors	
Murmur		Nighttime		Memory Loss	
Chest Pain		Blood in Urine		ALLERGIC / IMMUNOLOGIC	
Palpitations		Difficulty Urinating		Hay Fever / Asthma	
Dizziness		History of Kidney Stones		Hives / Eczema	
Fainting Spells		History of Sexually Transmitted disease		PSYCHIATRIC	
Shortness of Breath		Abnormal Discharge		Anxiety / Depression	
Difficulty Lying Flat		ENDOCRINE		Mood Swings	
Swelling Ankles / Other		Loss of Hair		Difficult Sleep	
OTHER		Heat / Cold Intolerance		FEMALE ONLY	
Cancer:		Change in Nails		Age of Onset of Periods	
Diabetes: <input type="checkbox"/> Non-Insulin				Age of Onset menopause	
<input type="checkbox"/> Insulin				Are Periods Regular	Y N

HABITS	YES	FAMILY HISTORY – PATIENT RELATIONSHIP	YES
Exercise Adequately		Cancer	
Coffee () Cups per day		Diabetes	
Alcoholic Beverages () per day		Heart Trouble	
Cigarettes / Cigars () per day		High Blood Pressure	
Sex-Entirely Satisfactory		Stroke	
		Kidney Stones	

X-RAY HISTORY / DATE	YES	OTHER
Chest		What is your current weight? Lbs.
CT Scan		
Bone Scan		What is your height? Ft. In.
IVP		
KUB		
MRI		