

# Gulf Coast Pediatric & General Surgery

2202 State Ave., Ste. 311

Panama City, FL 32405

Phone: 784-1856 Fax: 784-1975

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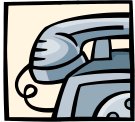
## Welcome To Our Practice!

### Welcome



You, the patient, are the most important person in our office. We are committed to providing you with the best possible medical care. Excellence is our goal. We have worked to provide a full range of services and have highly trained and knowledgeable staff. Please do not hesitate to ask us any questions about your health plan or medical care.

### Office Hours



**Phones:** Telephones are answered at all times with an answering service after hours.

#### Office Hours:

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
8 a.m. – 4:30 p.m.	8 a.m. - 4:30 p.m.	8 a.m. - 4:30 p.m.	8 a.m. - 4:30 p.m.	8 a.m. – 4:30 pm	Closed

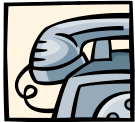
**Emergencies:** For life-threatening situations, call 911. If you have an urgent problem, please call our office for instructions. After hours, please dial 911 or go to your nearest emergency room.

**Test Results:** For test results call (850) 784-1856.

**Prescriptions:** All prescriptions and refill requests should be requested during normal office hours. There is a 48 hour notice on prescription refills. Please have your pharmacy fax the office at (850) 784-1975 for renewal of medication.

As a courtesy to other patients and staff, please call the office as soon as possible if you are unable to keep your appointment or are going to be late.

### Billing Office



For any billing questions please call our billing office at 850-784-1856.

#### Billing Office Hours:

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
8:00 a.m. – 4:30 p.m.	8:00 a.m.- 4:30p.m.	8:00 a.m.- 4:30p.m.	8:00 a.m.- 4:30 p.m.	8:00 a.m.- 4:30 pm	Closed

### Financial Policy



- Unless arrangements have been made in advance, **co-payments, co-insurance, and any outstanding balances are expected at the time of service.** Patients may be financially responsible for payment of all services if their insurance company does not pay. Patient accounts not paid promptly are subject to third party collections and/or legal procedures.
- If we are not participating providers with your plan, we will provide you with a receipt for you to file with your insurance company.
- Any check returned from the bank will result in an additional **\$25.00** charge that will appear on your account.
- If your insurance carrier has not responded to a claim within 90 days, we reserve the right to formally transfer all associated liability for the claim to the patient/guarantor. Failure to promptly resolve this balance may result in third party collection and/or legal procedures will be taken.
- We realize that emergencies do arise that may affect timely payment of your account. If such extreme cases do occur, please contact a patient accounts representative at (850) 784-1856.
- **Please note that if you have outpatient or inpatient surgery, you could potentially receive multiple bills/statements regarding your surgery. Examples include: Gulf Coast Pediatric & General Surgery, Gulf Coast Regional Medical Center, anesthesia, pathology, radiologist, or lab department.**

## Insurance



- Prior to your appointment, please check your insurance information so you will be informed about referrals, co-payments, and any deductible required at the time of the visit. We also accept: *Visa, MasterCard, checks, and cash.*
  - For your first visit, please bring your insurance card and picture ID and arrive early to complete the necessary patient information forms.
  - We accept **Medicare** as well as most insurance, however, please review all insurance information with our staff prior to services being rendered.
  - Your health insurance contract is between you and your insurance company. Any complaints regarding your coverage should be directed to your carrier.
  - Referrals: Please allow 48 hours for referral processing. If you are being referred, please be sure to bring the referral with you at the time of office check-in.
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## What Do We Need From You?



- To inform the Medical Practice staff of any pertinent changes in insurance, employment, demographic information or relationships with other care/service givers.
  - To arrive on time for scheduled appointments and cancel, when necessary, with a phone call.
  - To provide payment for services requested and delivered by the Medical Practice not covered by insurance within 90 days.
  - To notify the Medical Practice of any change in his/her health status.
  - To follow the recommended treatment plan and inform the Medical Practice of any physical or mental impairment requiring special accommodation.
  - To ask questions if directions and procedures are not understood.
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## What Should You Expect From Us?



- To be treated with respect, dignity and be informed of his/her care needs to make appropriate decisions.
  - Help plan his/her care and make changes to it.
  - Expect that teaching materials will be provided in a manner he/she can understand.
  - To be informed of the Medical Practice billing process.
  - To have his/her records kept confidential except when consent has been given.
  - To expect services to be professional, timely and appropriate.
  - To communicate his/her complaints to the Medical Practice Manager and expect to receive follow-up without negative repercussions or changes in service.
  - To receive care without discrimination due to race, religion, age, sex, disability or ethnic origin.
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## Email Address



By giving your email address on the new patient paperwork, you will have an opportunity to tell us about your office experience. Your comments or suggestions will allow us to know where we need improvements. We do not sell or give your email address to any other company to use. Your email address is strictly to let us know how our physician and staff are taking care of you. You can also go to our website to book your own appointment at your convenience.

**We look forward to your comments.**

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*Thank You.*