

Dear Patient:

Welcome to our practice! Thank you for allowing us to serve your Pulmonary and Sleep Disorder healthcare needs. The following information is provided to introduce you to our practice and our practice policies.

Enclosed are our *new patient information forms* along with detailed map to our office. Please complete these forms and bring them with you to your first appointment. We ask that you arrive at your designated appointment time; patients are seen according to their scheduled time. **If you've had any recent x-rays, MRI or CT scans pertinent to your visit, we ask that you bring the films or a CD of the films with you. Without the actual films we may need to reschedule your appointment.**

MEDICATIONS: We request that **all** patients bring their medications in the original bottles to each office visit. If you need a refill on any medications prescribed by our office, we require 72-hours advance notice from your pharmacy. Please have the pharmacist fax the refill request to our office at 407-539-2786. **No medications will be refilled after hours or on weekends.** Please be sure to have all medications refilled at the time of your appointment with enough refills to last you until your next scheduled appointment. Should you require medication refills other than at the time of your visit, there will be a \$10 charge per medication to cover physician and staff time.

FINANCIAL: If you have medical insurance, please bring your original insurance card(s) with you. HIPAA requires that you bring a valid driver's license or State / Federal photo ID with you. If your insurance requires that you have an authorization for your visit and testing, it is your responsibility to assure that the authorization has been obtained prior to your appointment. It is also necessary for you to bring any co-payment you owe according to your insurance benefits with you at the time of the visit. We accept cash, checks, money-orders, and all major credit cards other than American Express. There is a \$25 insufficient funds (bounced check) fee if your check does not clear the bank, in addition to the amount of your check.

APPOINTMENTS: Our office is open Monday – Friday from 8:30 – 5:00 and we are closed from 12 noon to 1:00 PM for lunch daily. Should you need to reschedule or cancel your office visit, we ask that you provide us with a minimum of 24-hour (1 business day) notice. This will give us time to schedule someone else who may have an urgent need for care. Failure to do so will result in a \$25.00 late cancellation fee.

SMOKING: Due to the use of oxygen and the severity of some of our patients' medical conditions, there is no smoking permitted on the grounds of Pulmonary Care of Central Florida.

PERFUME, COLOGNE AND LOTIONS: Please refrain from using perfume, cologne, or scented lotions when you visit our office. We have many patients and staff that are highly sensitive to scents.

CELL PHONES: We respectfully ask that you turn off your cell phone when in our office. Should you need to make a call, please feel free to use our lobby phone or step outside to use your mobile device.

Questions or comments regarding our physicians, staff and policies are always welcome. It is our goal to partner with you for the care of your pulmonary and sleep health – we will do all we can to assure that you receive the best quality medical care possible in a friendly, caring and respectful environment.

We look forward to meeting you soon!

Sigfredo Aldarondo, MD, FCCP
Manuel Betancourt, MD, FCCP
Mohammed U. Sharif, MD, FCCP
Becky, Insurance Specialist
Elidalis Burgos, ARNP

Hector, Respiratory Therapist

Jodi, Front Desk Coordinator

MaryAnn Simmons, Administrator

Rose, Insurance / Billing

Scott Johnson, ARNP-BC

Susannah, Medical Assistant / X-Ray Tech

Wilma, Medical Assistant / X-Ray Tech