PRECISION
Health Primary Care
When it comes to your health, choose Precision.

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Office Policies

Please read this handout and keep it for your records. You acknowledge each policy with your initials in the New Patient Paperwork.

AFTER-HOURS CARE AND EMERGENCY ROOM USE

In an emergency, call 911 or go to the nearest emergency room. If you believe you or your family member is experiencing a medical emergency, do not call our office first and do not wait for a return call. Examples include chest pain, difficulty breathing, signs of a stroke, severe bleeding, loss of consciousness, severe allergic reactions, or thoughts of harming yourself or others. This list is not complete; if you are unsure whether a situation is an emergency, seek emergency care.

For non-emergency concerns, please call our office during business hours. Routine and non-urgent conditions, such as colds, minor illnesses, urinary symptoms, prescription refills, and follow-up questions, are best handled by our office during regular hours, Monday through Friday, at 727-819-2534. We can often see you the same day. Using our office for these concerns provides continuity with providers who know your history and typically costs less than an emergency room visit.

After-hours on-call service. A provider is on call when our office is closed for urgent medical questions that cannot safely wait until the next business day. Call 727-819-2534 and follow the prompts. Please leave your name, date of birth, a phone number where you can be reached, and a brief description of the concern. Return call times may vary. If your condition worsens while you wait, or if you do not receive a call back within a reasonable time, go to the nearest emergency room or call 911. The on-call service is not intended for routine matters such as refills, appointment scheduling, or test results. Patient portal messages, email, and voicemail to the main office are not monitored after hours and must not be used for urgent concerns.

Patient responsibility. Decisions about seeking emergency care remain with the patient or the patient's guardian. Nothing in this policy should be understood as discouraging you from seeking emergency care when you believe it is needed.

HMO REFERRALS AND AUTHORIZATIONS

If your insurance plan requires a referral or authorization to see a specialist or receive certain services, please contact our office at least 7 business days before your scheduled appointment. This allows time for the request to be reviewed, submitted to your insurance plan, and processed. Requests made with less notice may not be completed in time, and your appointment may need to be rescheduled.

Dr. Thakore is board-certified in internal medicine and is trained to diagnose and manage a wide range of conditions in our office. Referrals are issued when Dr. Thakore determines that specialty care is medically appropriate. In some cases, you may be asked to schedule an office visit so your concern can be evaluated before a referral is considered.

Please note:

- Referrals cannot be issued retroactively for appointments that have already taken place.
- Your insurance plan, not our office, makes the final decision on whether a service is approved and covered. Our submission of a referral does not guarantee approval or payment.
- If you see a specialist or receive services without a required authorization, you may be responsible for the full cost.
- If your provider determines that you need urgent specialty care, our office will expedite the request. The 7-day notice requirement does not apply to medically urgent referrals or emergencies.

CANCELLATION AND NO-SHOW

We reserve appointment time for each patient. When an appointment is missed or canceled late, that time cannot be offered to another patient who needs care.

Canceling or rescheduling. If you cannot keep your appointment, please call our office at 727-819-2534 at least 1 business day before your scheduled time. When the office is closed, you may leave a message on the office voicemail.

Late cancellations and no-shows. A late cancellation is an appointment canceled less than 1 business day before the scheduled time. A no-show is an appointment missed without notice.

- Your first late cancellation or no-show will be noted in your record, and no fee will be charged.
- After that, each late cancellation or no-show will result in a $50 fee.

Payment. The fee is billed to you directly. It is not covered by insurance, including Medicare. It is due before your next appointment.

Exceptions. We understand that emergencies and unexpected events happen. The office may waive the fee at its discretion, for example for a medical emergency, severe weather, or a hospital stay.

Repeated missed appointments may result in discharge from the practice.