

WELCOME to Medical Associates of Brevard, Endocrinology: The following information about our practice is meant to help you know more about us, the diseases we treat, our office policies and procedures.

ABOUT OUR PHYSICIANS: Dr. Desai and Dr. Dhruv are board certified in Diabetes, Endocrinology, Metabolism and Internal Medicine. **They function primarily as endocrinology consultants.** Each has completed approved internship and residency in internal medicine and is a diplomate of the American Board of Internal Medicine. In addition, each has completed a fellowship in endocrine disease.

Endocrine diseases/related conditions that we treat: Diabetes, thyroid, metabolism, hyperglycemia, hypoglycemia, pituitary gland disorders, adrenal gland disorders, Addison's disease, Cushing's, Adrenal tumors, Parathyroid diseases, Reproductive glands, Polycystic ovary disease, Pancreas diseases, osteoporosis, Graves, Hashimoto's, Hypothalamus, Acromegaly, growth hormone deficiency and other endocrine-related conditions.

- **DIABETIC MANAGEMENT:** A comprehensive approach towards diabetes includes evaluation with a diabetes educator and nutritionist.
- **THYROID DISEASE:** Including hypothyroidism [under active thyroid gland], hyperthyroidism [over activity of the thyroid gland], nodules and thyroid cancer.
- **OSTEOPOROSIS:** Characterized by fragile and porous bones, resulting in bone loss.
- **INFERTILITY:** Use of transvaginal ultrasound to visualize ovarian follicles and direct treatment plan that addresses the underlying cause of fertility.

MEDICAL EMERGENCIES: **If a medical emergency exists or you feel one exists, please call 911 and go to the nearest emergency room.** The hospital or paramedics can contact Dr. Desai or Dr. Dhruv *or the doctors can be called in as a consultant at the hospital.* Our office and or our answering service can be reached 24 hours a day by calling: **321-309-9000.**

HOSPITAL AFFILIATIONS: Holmes Regional Medical Center and Wuesthoff Medical Center-Melbourne

APPOINTMENTS/OFFICE HOURS: Our office is open Monday thru Friday 8:00am to 5:00 pm. Please call during office hours to make or reschedule appointments. If necessary, emergency visits will be arranged at the office the same day.

Please make all follow-up appointments when you are here to see the doctor. It is customary to schedule appointments in advance.

If you are not able to keep your appointment with us, we ask that you notify our office 24 hours prior to your appointment.

TELEPHONE CALLS: If you have a medical question, please feel free to call the office. Our staff has been trained to answer most questions. If they are not able to answer your question immediately, your chart and question will be reviewed by the doctor and the answer will be provided to you.

- Messages are usually answered at the end of the day. We request for non-urgent questions that you kindly allow 48 to 72 hours for a response.

- **The best time to return a call to us is between 3:00-4:45pm.**

- Please DO NOT use the telephone number on your caller ID to call us. **We ask that you only call us using 321-309-9000.**

PRESCRIPTION REFILLS: Because of the danger of errors when making refills by phone, we will not call in routine prescription refills to your pharmacist.

- Should it be necessary for a prescription refill before your next visit, **we ask that you have your pharmacist fax a request to us at: 321-309-9002.**

- **We require a 48 hour notice for all written or faxed prescription refill requests.**

- Please request all refills at the time of your visit and be sure to tell us if you require a 30, 60 or 90 supply.

- **For mail-away or Patrick AFB prescription requests:** we will need the following information: the name of the medication, strength & dosage instructions and number being requested: **30, 60 or 90 supply**

- Prescriptions can not be called in after hours, weekends or holidays.

- **Please plan ahead for all your prescriptions. DO NOT wait until you are out of medication to call/fax in your request.**

TEST RESULTS: Every effort is made to contact our patients by telephone with all test results, normal or abnormal. In the event that we are unable to reach you within ten days of any tests being done, we suggest that you call our office and request the test results. When calling about test results, you will need to specify the type of results and give the date and place the test was performed. To protect patient privacy, we are not permitted to give information to anyone except to the patient or parent of a minor without the patient's written release.

APPOINTMENT REMINDERS: We usually call your home telephone number one to two days prior to your appointment with us to remind you of your appointment, unless told otherwise. • If you fail to show for your appointment, we will call to reschedule your failed appointment. If we can not reach you by phone, after three tries you will be sent a letter to remind you to call to schedule an appointment.

INSURANCE & REFERRALS: We accept Medicare assignment and are providers for Blue Cross/Blue Shield as well as most major carriers.

- **We do not participate with Medicare HMO plans, GHI, HEALTH FIRST or TRICARE Prime.**

- **Please note:** If you have an HMO plan [managed by your Primary Care Physician], **you are responsible for obtaining a referral or prior authorization for each visit prior to being seen by the physician and for any diagnostic testing ordered by our physicians.**

INSURANCE/REFERRALS [cont]:

- Please be sure to bring your insurance card [s] with you to each visit.
- If your insurance card does not have the claims address & telephone number, you must provide us with the claims address & telephone number at the time of service or we can not file your claims on your behalf.
- You will be asked to provide us with your insurance card [s] each and every time you see the doctor.
- All charges will be promptly submitted directly to your insurance company. As a courtesy, we will also file to your secondary carrier, but all follow-up will be your responsibility. *Any claims will be made your financial responsibility if not paid within 60 days.*
- **Insurance is a contract between you and your carrier.** ● Please have your insurance card [s] ready at the time of check-in each time you come in.

FINANCIAL RESPONSIBILITY, BILLING & PATIENT ACCOUNTS: We ask that all co-pays and deductibles as well as costs not covered by insurance be made at the time of service. *A service charge of \$25 will be added to your responsibility if your co-pay is not made at the time of service.*

RETURNED CHECKS: There will be a \$35 service fee for all returned checks. All fees associated with returned checks are due and payable in 14 days.

- For your convenience, we accept Visa and MasterCard.

MEDICAL RECORDS REQUEST: We must comply with the Federal Health Insurance Portability and Accountability Act [HIPAA] with respect to the privacy of the patient. We must have a written authorization from the patient identifying who we are authorized to release the record to along with the address/or FAX number. The request is **valid for only 60 days.** **If more than one request is being made, a written release must be made for each request.**

Fee schedule for releasing of medical records: The charge for medical records is at the rate of \$1.00 per page for pages 1-25 and \$0.25 per page for each additional page, plus postage. Fees are per the Florida Administrative Code Rule 64B8-10.003.

PATIENT CONFIDENTIALITY: All patient records are strictly confidential. We will not release any information to anyone without your permission. We routinely provide follow-up letters, office notes, lab and diagnostic test results to your referring or primary care physician, unless you specify that you do not wish for us to do so.

HISTORY, EXAMINATION & TREATMENT: Please give some thought beforehand to your medical history, be clear and concise, without leaving out important facts, as the doctor will need to know this information and review it with you.

HOSPITAL & DIAGNOSTIC CENTERS: You will need to have the names, addresses and telephone numbers where you have had any diagnostic tests., scans, ultra sounds or were hospitalized.

TYPES OF EXAMS WE DO NOT PROVIDE: We do not perform annual physicals, nor do we provide cancer screening exams, i.e.: Pap smears, mammograms, prostate exams, colorectal exams. Please arrange for these examinations with your primary care physician. If you do not have a primary physician, we will gladly provide you with a list of highly respected physicians.

OFFICE LOCATION: We are located in the **Indus Pavilion** at 2290 W. Eau Gallie Blvd., Suite 100 [first floor.] We are just west of Croton on the north side of Eau Gallie Blvd., across from the Social Security building and one mile east of Wickham Road.

WHAT TO BRING WITH YOU TO YOUR APPOINTMENT:

- **A list of physicians** [and their telephone numbers] who also participate in the management of your medical care.
- **All current medications** [the actual bottles] or at least the list of all medications along with the dosage and instructions, any herbal medications you take and any over the counter medications and vitamins.
- **Insurance cards**, with claims address and telephone numbers.
- **Drivers license or a photo ID** if you do not have a drivers license.
- **A written referral** from your primary care provider/primary physician.
- **Your completed New Patient Health History Form *completely filled out prior*** to your visit. This will expedite the check in process.
- Please remember that **your Specialist co-pay and or deductibles** are due at the time of service.

Thank you for choosing us to help in the management of your healthcare. We look forward to seeing you soon.

Sincerely,

Rajesh K. Desai, MD

Nikhita Dhruv, MD