PATIENT INFORMATION SHEET

WELCOME TO OUR PRACTICE! Thank you for choosing UF Health Physicians for your health care needs. We're dedicated to making your health care experience positive. This means providing you with excellent care during your visit, as well as all the information you will need to make interactions with our practice efficient and successful.

UF Health Internal Medicine - Medical Plaza

2000 SW Archer Road, 4th Floor
Gainesville, FL 32608

Phone: 352-265-0140
Fax: 352-265-7092

Hours:
Monday—Friday 7:30 AM to 5:00 PM
Each provider's hours may vary slightly from these times

Clinic Leadership
Dianne L. Goede, MD, Medical Director | Tracy Green, Practice Manager

Wi-Fi: User ID: Shands Password: guest

Visit us online: UFHealth.org/IMMP

If you have a medical emergency any time of day or night, please call 911.

- Your secure connection to UF Health's online patient portal, MyUFHealth, makes it easier than ever to schedule appointments, view lab results, request prescription refills, communicate with your provider and more.
- Visit UFHealth.org/MyChart or ask a staff member for more information.

Appointments

- Urgent Appointments: If you develop an urgent medical problem, please call our office at 352-265-0140. We are a group practice; therefore if your regular physician is not available, you may be seen by his/her associate.
- Walk-In: Patients are seen *by appointment only*. If you need an appointment please call and speak to one of our representatives.
- No Show Policy: If you cannot make your appointment, please give our office at least a 24 hour notice when possible. In the event you have 3 or more missed appointments in a 12-month period, you may be discharged from our clinic.
- Please be on time for your appointment. If you are running late for an appointment, please let us know as soon as possible. You may be asked to reschedule.
- You can receive appointment reminders on your cell phone in two easy steps:
    1. Provide your cell phone number to clinic staff and let us know you'd like to receive text messages
    2. Text "UFHEALTH" TO 622622

Calls to Our Office

- You may call our office at 352-265-0140. It is not always possible to immediately speak with your provider or nurse, as they have many responsibilities. Therefore, clinic staff will take your phone message and your call will be returned as soon as is possible and reasonable for the urgency of the message. We appreciate your patience and understanding of this policy, as it exists to ensure that we are able to adequately devote time and attention to all patients.

- General inquiries can be sent via MyUFHealth.
- Non-urgent calls will most likely be returned by the end of the day. Calls received late in the day may be returned the next morning.
- If you have not heard back from us within 24 hours of your call please call us back to check the status of your message.

Financial Information

- All co-pays, deductibles, self-pay, non-covered services and previous balances are due at the time of service unless prior arrangements have been made.
- We accept cash, checks, Visa, MasterCard, American Express and Discover cards.

Forms & Paperwork

- If you require forms to be completed by your physician, please contact our office, as you may need to see your physician before the form can be completed. Once your physician has determined if he/she needs to see you, a staff member will call you to make an appointment or instruct you to forward the forms to our office.

Lab & Diagnostic Test Results

- Urgent results—you will be contacted by phone immediately.
- Normal results—allow 2 weeks from the date of your test to receive results on MyUFHealth or to be contacted by the clinic.
- Please understand that if the lab or diagnostic testing facility tells you that the results will be ready that same day, it is not likely that your physician will receive and review the results the very same day. If the results are urgent then your physician will review them that day and call you.

Medical Records & Confidential Information

- For your protection, we never assume we can discuss this confidential information with anyone other than you. If you would like us to share your medical information with certain people (spouse, parent, etc.), verbally or in writing, you will be asked to sign an authorization form.
- When requesting copies of medical records you will be required to sign an Authorization for Release of Medical Records. To obtain a copy of your medical records, please contact 352-265-0140. Please allow a minimum of 7 business days for your request to be processed.

Prescription Refills

- Prescription refill requests can be made on MyUFHealth.
- Refills may require 48 hours to be processed, so please plan ahead! When requesting a refill, please provide the following information: name of medication, dosage, how often you take the medication, name of your pharmacy, phone number and fax number for your pharmacy.
- If you need a refill on a controlled substance, this must be done at an appointment **only.**

Primary Care After Hours

- Adult primary care appointments on select evenings (Mondays and Thursdays 6pm-9pm) exclusively for patients of UF Health Family Medicine and Internal Medicine practices.
- Routine or same day appointments available.
- To schedule an appointment at UF Health Primary Care After Hours, call 352-265-1234

Again, we thank you for choosing UF Health Internal Medicine - Medical Plaza for your health care needs. Your health and well-being is very important to us. We welcome any suggestions you may have to improve the care we provide. Please contact Shannon Crowley, Practice Manager, or Dr. Melanie Hagen, Medical Director, with any questions or concerns.

Patient Care • Research • Education

UF Health is a collaboration of the University of Florida Health Science Center, Shands hospitals and other health care entities.