



Manatee Primary Care Associates
Pediatric and Adult Medicine

Ronald Grubb, D.O.
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Dear Valued Patient,

Thank you for choosing Manatee Primary Care Associates where we strive to offer the best possible medical care. It is our pleasure to welcome you as a patient. This letter is designed to provide you with some important information about our services and office operation.

Our office hours are Monday-Thursday from 8 am to 5 pm; Friday 8 am to 4 pm.

Emergencies: If the office is closed and you have a medical emergency, **please dial 911 or proceed to the closest emergency room.** A question for the doctor, you can call the office number and follow instructions to reach the Answering Service. If you leave a message for the doctor to call back, please turn off any call block features that you have on your phone. If you have not received a call back from the doctor in a reasonable amount of time, please call back and he can be page again.

Prescription Policy: We do our best to be as flexible as possible with providing patients with refill prescriptions. We ask that you allow 48 hours for routine prescription refills.

My Pharmacy name/phone # is _____

Insurance/Referral Policy: If your insurance requires a pre-authorization or referral for any services, we ask that *you provide us with at least 48 hours prior notice of the appointment* in order to expedite the referral process. If we do not have adequate notice you may have to reschedule your appointment.

Cancellation Policy: Kindly give 24 hours notice if you are unable to keep your appointment. If you do not cancel 24 hours prior to your appointment, you may be subject to a \$25.00 "No-Show" fee.

Same-Day Appointments: We do our best to offer same day appointments for illness and emergencies. Please understand that we are working you into our schedule and we will have limited time to address only the illness that you scheduled the appointment for.

Telephone Calls: If you need to leave a message, please note that we will do our best to return all calls by the end of the day.

Financial Policy: It is imperative that the office have your correct insurance on file at all times. Copay, Co-Insurance, Deductibles and Outstanding Balances are due at the time of service. Accounts with outstanding balances greater than 90 days old will be considered in collection status. All costs associated with sending the patient to collections will be the responsibility of the Guarantor. Payment plans can be arranged by our billing company, Independence Physician Management. They can be reached at (888) 804-6274.

We appreciate your selection of our office to provide your medical care and we will work hard to serve your needs.

Signature _____ Date _____

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