



Colleen Campbell, M.D.

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Letter to patient from Dr. Campbell on clinic policies

Dear Patient:

First, let us thank you for being a patient of Dr. Campbell. It is our intention to be **Compassionate, Thoughtful & Meticulous** with your medical care. In order to do so effectively, we need your help; therefore, the following policies are being enforced as of January, 2011.

Clinic Hours: Our Office hours will be from **08:30 AM to 5:30 PM Monday thru Thursday; 8:30 AM to 1:30 PM Friday;** and Close 12:30-1:30 PM for lunch, except Friday

After Hours Care: Please make every effort to call us during office hours for any medical concerns. Only urgent problems that cannot wait for the next business day will be addressed through the answering service

Appointment policy: If you are over 15 minutes late for your appointment, you may be rescheduled. Our goal is to minimize delays and have the clinic run efficiently.

We will be charging a fee of \$30 if you do not show up for your scheduled appointment. Simply call us 24 hours in advance to reschedule or cancel. Therefore, if your appointment is at 9:00 am, you must call by 9:00 am the day before to avoid being charged.

After having 4 documented no shows (includes cancellation within 24 hours of your appointment), the staff has been instructed not to schedule any more appointments. Special arrangements may be made through the office manager.

Labs: Appointments may be made for labs to be drawn here between 8:30 - 9:00 am daily except on Fridays

Referrals: Please notify us as soon as you need a referral and allow 5 business days for processing them

Medications: In order to avoid medication errors, bring all medications (prescribed & over the counter) to every office visit. It is impossible to keep up with what meds are covered by different insurance companies, so please bring your formulary drug book with you. **WE DO NOT CALL REFILLS TO THE PHARMACY.** Have your pharmacy fax/send us the request and allow 48 hours for processing.

Forms: An office visit is needed to complete all forms whether it is prior authorization for meds, or FMLA

Payments: All co-payments and unpaid balances will be collected before the appointment. We accept cash, checks and credit cards

Pelvic/pap smears: Dr. Campbell will start doing pelvic/pap smears for our female patients over the age of 50. This is a separate examination and is not part of the routine office visit.

We hope that this letter makes you aware of our clinic policies and that these policies will enhance your medical care.

Sincerely yours,

Colleen Campbell MD

Name: _____

D.O.B: _____