



Lake Mary Station

[www.lmpeds.mymedfusion.com](http://www.lmpeds.mymedfusion.com)

410 Waymont Court

Lake Mary, FL 32746

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## Policies

1. **Demographic information:** It is your responsibility to provide accurate and up-to-date personal information to our office, especially when any changes occur. These include reliable and current phone numbers and residential information for the patient as well as for both parents, even if not residing at the same address. An emergency contact and emergency telephone number are also required.
2. **Insurance information:** It is your responsibility to provide accurate and up-to-date medical insurance information and to notify us immediately of any changes in your insurance coverage. If your insurance denies coverage, you will be invoiced directly and payments are expected within 30 days.
3. **Payments:** It is your responsibility to promptly pay all copayments, co-insurance payments, or unpaid deductibles at the time of service.
4. **Appointments:** We ask that you cancel any appointment with at least 24 hours notice. No-show appointments are costly because we staff based on schedule needs and cannot see other patients who may need or want a visit at that time. Therefore, we have implemented a \$25.00 charge as a no-show fee.
5. **Forms:** We will provide each patient with an annual physical form as well as an immunization form during their well visit. These forms are used for schools, sports, and camp activities.

**Miles M. Landis, M.D.**

**Karen J. Hillock, M.D.**

**Mark D. Roque, M.D.**

**Robert H. Chong, M.D.**

**Thomas J. Alber, M.D.**

**Dennis R. Gross, M.D.**

**Kay P. Carey, MSN, A.R.N.P.**

**Dawn P. Ellis, PA-C, MHP**

**Cynthia M. Walker, MSN, A.R.N.P.**

**Kerri Knoll, MSN, A.R.N.P.**

**Jill Kornegay, MSN, A.R.N.P**

