

436 Nokomis Avenue South · Venice, FL 34285 · Office 941-445-5054 · Fax 941-303-6796

www.HalabyMD.com

**Welcome!**

Issam A. Halaby, M.D. and his staff are dedicated to providing you with the highest quality of care. ***We welcome you to our practice!***

**Office Hours**

* Monday through Thursday from 8:30 A.M. to 4:30 P.M.
* Fridays, 8:30 A.M. to 3:30 P.M.

For additional information please visit our websites at **venicesurgery.com** and **westcoastveins.com**

**Arrival Times**

* New patients please arrive 30 minutes prior to your appointments.
* Established patients arrive 15 minutes prior to appointment.

*Early arrival allows staff the necessary time to collect the information required for your appointment, and to better assist you.*

**Bring to Appointment**

* State Issued Driver’s License, or Identification Card
* Health Insurance card(s)
* List of current medications, and/or supplements

*This ensures that we always have the most current information in your Electronic Health Records*.

**Follow-up Appointments**

* Any return visits or testing that your provider orders after your appointment will be made at check-out.

**Insurance**

* Many insurance companies require an authorization/referral prior to your appointment.
* Referrals come from your Primary Care Physician (PCP).
* It’s the patient’s responsibility to contact the PCP to request and obtain the authorization.
* Authorizations/referrals must be submitted to our office prior to your appointment.
* We will not be able to honor appointments if the proper documents have not been received at our office.
* Co-pays or co-insurance is required to be paid at the time of your visit.

**Medical Record Request**

* To release records, you will be asked to sign an Authorization to Release Medical Records form.
* This form will become part of your Electronic Health Records.
* Please allow 10 business days for reproduction of your records.
* You will be called when records are available for you to pick up.

**Answering Service**

* Calls after hours will be answered by our professional answering service.
* The service will gather the necessary information to relay to Dr. Halaby, or his associates.
* Your call will be returned as quickly as possible.
* Be prepared to accurately describe your problem and list the medications you are currently taking.
* Routine questions should be addressed during regular office hours.
* Use your nearest Emergency Room for a true emergency.

**Clinical/Nurse Calls**

* Dial (941) 584-1002 for clinical and prescription refills
* We strive to answer calls as they come in, however; that is not always possible. If you reach the voice mail please leave your full name, date of birth, return phone number and reason for your call.
* Clinical staff will return calls throughout the day as time allows.
* Emergent issues should not be left on the voicemail. Please dial 941-445-5054 and ask to speak with the nurse.
* Please allow 48 hours for prescription refills.
* The fastest prescription refill is by Electronic Prescription submission through our Electronic Medical Record – please have your prescription number and pharmacy contact information available for when we return your call.

**Please feel free to call these departments directly for any questions, concerns or assistance you may need, they will be happy to assist you!**

Billing Department – (941) 484-1203

Front Desk – (941) 445-5054

Procedure Scheduling – (941) 485-1384