



**ISSAM A. HALABY, MD**  
**GENERAL & VASCULAR SURGERY**

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

[www.HalabyMD.com](http://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 3:00 P.M.

For additional information please visit our websites at [\*\*venicesurgery.com\*\*](http://venicesurgery.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) **(This will be required at each visit.)**
- 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.

Please keep this information for future use.

- 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

Nurse – 941-584-1002

Procedure Scheduling – (941) 485-1384

Please keep this information for future use.