



1150 N 35. Ave Suite 520 Hollywood, Florida 33021
Phone (954) 265-2234 *** Fax (954) 985-2288

Welcome To Our Practice!

Welcome

The patient, is the most important person in our office. We are committed to providing you with the best possible medical care. Excellence is our goal. We have worked to provide a full range of services and have highly trained and knowledgeable staff. The Joe DiMaggio Pediatric Hematology/Oncology Program is the only program of its kind in Broward County. Our multidisciplinary team provides comprehensive, individualized treatment services for pediatric patients who have pediatric malignancies and blood disorders.

Our extraordinary physician staff has many years of experience treating pediatric malignancies and blood disorders, and, together with our nurses and support professionals, is committed to meeting the medical and emotional needs of all patients every step of the way. In addition, Joe DiMaggio Children's Hospital supports a patient- and family-centered care philosophy that honors the family's role as the strongest foundation in a child's life and the greatest influence over a child's health and well-being. Please do not hesitate to ask us any questions about your health plan or medical care.

Your child's healthcare is very important to us! Please be sure to complete all new patient forms including the New Patient Health History form. If your child has had any pertinent test results; such as lab results, x-rays, scans, etc... please bring them with you. Your appointment may be rescheduled if all forms are not filled out and medical records are not brought to the appointment.

Office Hours

Phones: Telephones are answered Monday – Friday 8:30 a.m. – 5:00 p.m.

Office Hours:

Monday	Tuesday	Wednesday	Thursday	Friday
8:30am – 5:00pm	8:30am - 5:00pm	8:30am - 5:00pm	8:30am - 5:00pm	8:30am - 5:00pm

Emergencies: For life-threatening situations, call 911. If you have an urgent problem, please call our office for instructions. After hours, our answering service will inform you of how to reach a physician on call.

Test Results: For test results call 954 265-6387

Prescriptions: All prescriptions and refill requests should requested during normal office hours. Please have your pharmacy fax the office at (954) 985-2288 for renewal of medication. Prescriptions will not be refilled if we have not seen your child in the past 6 months.

Appointments For appointment please call (954) 265-6509

- Please call in advance for routine office visits. Make follow-up appointments as you leave. We make every effort to stay on schedule, although emergencies arise. If we are seriously delayed, we will attempt to notify patients beforehand.
 - As a courtesy to other patients and staff, please call the office as soon as possible if you are going to be late.
 - Appointments not cancelled 48 hours in advance, of their scheduled appointment, may incur a \$25.00 administrative fee charged to their account.
 - Patients who arrive 30 minutes past their regularly scheduled appointment will be rescheduled.
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Financial Policy

- All deductibles, co-payments, co-insurance, and any outstanding balances are expected at time of visit.**
 - If your insurance carrier has not responded to a claim within 90 days, we reserve the right to formally transfer all associated liability for the claim to the patient/guarantor. Failure to promptly resolve this balance may result in third party collection and/or legal procedures be taken. Please keep a close watch for carrier claim payment and contact the insurance carrier or a clinic patient accounts representative at (954) 276-5582 in the event a claim is not resolved within 60 days from the date of service.
 - We realize that emergencies do arise that may affect timely payment of your account. If such extreme cases do occur, please contact a patient accounts representative at (954) 276-5582.
 - Please always notify our office of any change in name, address, phone or insurance information.
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Insurance

- Prior to your appointment, please check your insurance information so you will be informed about referrals, co-payments, and any deductible required at the time of the visit. We also accept: *Visa, MasterCard, and American Express.*
 - For your **first visit**, please bring your insurance card and **arrive 30 minutes early** to complete the necessary patient information forms.
 - Your health insurance contract is between you and your insurance company. Any complaints regarding your coverage should be directed to your carrier.
 - Referrals: Please allow 48 hours for referral processing. If you are being referred, please be sure to bring the referral with you at the time of office check-in.
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What Do We Need From You?

- To inform the Medical Practice staff of any pertinent changes in insurance, employment, demographic information or relationships with other care/service givers.
- To arrive on time for scheduled appointments and cancel, when necessary, with a phone call.
- To notify the Medical Practice of any change in his/her health status.
- To follow the recommended treatment plan and inform the Medical Practice of any physical or mental impairment requiring special accommodation.
- To ask questions if directions and procedures are not understood.

**What Should
You Expect
From Us?**

- To be treated with respect, dignity and be informed of his/her care needs to make appropriate decisions.
- Help plan his/her care and make changes to it.
- Expect that teaching materials will be provided in a manner he/she can understand.
- To be informed of the Medical Practice billing process.
- To have his/her records kept confidential except when consent has been given.
- To expect services to be professional, timely and appropriate.
- To communicate his/her complaints to the Medical Practice Manager and expect to receive follow-up without negative repercussions or changes in service.
- To receive care without discrimination due to race, religion, age, sex, disability or ethnic origin.

Our Practice Manager

Sharon Case, MBA
(954) 265-6390

Thank You

Dr. Iftikhar Hanif, Dr. Lynn Meister, Dr. Deborah Kramer, Dr. Anne Schaefer, and Dr. Brian Cauff

