



PASCO-HERNANDO FOOT & ANKLE

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Dear Valued Patients,

We thank you for choosing Pasco-Hernando Foot and Ankle for all of your foot and ankle needs. As we continue to fight the spread of COVID-19, we want to assure you that we are taking every measure to keep patients, doctors, and staff members as safe as possible. Aside from properly donning personal protective equipment such as face masks and gloves, frequent hand washing and performing pre-visit screenings to determine the need to reschedule appointments for patients who are feeling ill or if the patient has been in contact with someone who tested positive for COVID-19. We have also taken steps to practice social distancing whenever possible and allow additional time for thorough sanitation.

To accomplish limiting contact with others and to expedite visits, each patient on our schedule is appointed a specific block of time according to their individual care plan. As a courtesy we call each patient to remind them of their upcoming appointment, this provides the patient the opportunity to reschedule if needed. Patients that fail to arrive to their appointment without rescheduling cause a disruption in clinic flow and can prolong other patients from receiving the treatment they need.

Because it is our goal to provide the highest quality of care in a timely manner, **as of 01/01/2021 we will be enforcing a strict 24-hour cancelation policy.** If you need to cancel or reschedule your appointment and do not contact the office at least 24 hours prior to your appointment time **a \$35 fee will be assessed. The fee is not processed through insurance and will be the patient's responsibility.** We will evaluate any extenuating circumstances on a case-by-case basis.

We hope that you understand our position and appreciate the efforts we continue to make in order to accommodate our patients needs.

Stay safe wherever you may go. Keep wearing your masks and smile with your eyes.

X

Patient Signature

Date

Bayonet Point

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