



FLORIDA HOSPITAL MEMORIAL MEDICAL CENTER

At The Pavilion

Greetings from Florida Hospital Memorial Medical Center at the Pavilion! We would like to extend a special welcome to our new and established patients. We appreciate you selecting one of our Florida Hospital Memorial Medical Center HealthCare Partners Family Care physicians as your healthcare provider, and we are excited to share some important information regarding our family medical care at the Pavilion.

FHMMC at the Pavilion Current Operating Hours:

- **Monday –Thursday: 7am-7pm**
- **Fridays: 7am-5pm**

Same Day Appointments

As a convenience to our community, we offer same day appointments during specific operating hours.

- Monday – Thursday: 7am-9am and 5pm-7pm
- Friday: 7am-9am

These appointments will be available on a first come first serve basis, and will be limited to minor complaints not incorporating standard routine care visits.

Routine Care

Routine care for our patients will be provided between 9am-5pm weekly. All appointments are required to be scheduled in advance. We encourage you to arrive 20 minutes early to your appointment allowing time for registration updates, collection of copayments/coinsurance, and answering any of your registration questions.

Prescription Refills

To ensure you receive your prescription refill in a timely manner, please call your pharmacy regarding medication refills at least 72 hours in advance. This allows sufficient time for the pharmacy, and your physician to receive and respond to your request. Most medications are sent electronically to your selected pharmacy. If you require a maintenance medication refill prior to your next scheduled appointment, please contact our office for rescheduling of your appointment.

Telephone Calls

During business hours, if you have a medical question, please leave a message for our medical team. If your call is emergent, please press 5 to speak to one of our Care Team members. Considerable effort is made to respond to phone messages by the end of business day (7pm).

Payment

Payment is always expected upon check in. All payments are due at time of service each and every visit. We do offer a 44% discount for patients without insurance paying at time of visit.

Thank you for allowing us the opportunity to care for you, and extend our Christian Mission of Hope, Health, and Healing. We would look forward in seeing you soon.

Sincerely,

Pavilion Physicians and Care Team