

**Calin V. Pop, MD**  
**Lynn Smith, ARNP**  
Internal Medicine and Primary Care

Phone (352) 597-2240  
Fax (352) 597-2990

4215 Rachel Blvd  
Spring Hill, Florida 34607

## **OFFICE POLICY**

### **WELCOME!**

We would like to welcome you as a patient and appreciate the opportunity to help you! The information that follows is intended to answer many questions a new patient may have. We want you to know about us, our policies and our office. If you have any further questions, please ask, as we do want to help.

### **DOCTOR POP:**

Dr. Pop is a graduate of the University of Cluj-Napoca Medical School in Romania and completed his training in Internal Medicine in New York and Connecticut with a Yale University affiliated residency program. Doctor Pop is specialized in Internal Medicine and Primary Care, and he has been in private practice since 1996.

### **LYNN SMITH, ARNP:**

Lynn Smith, ARNP is originally from New York state and was trained and worked there for many years. She moved to Spring Hill from where she was the main provider in a busy Tampa walk in clinic.

### **THE CLINIC:**

#### **\*OFFICE HOURS:**

We are open **Monday through Friday from 8AM to 12 Noon and from 1PM to 5PM.**

For **office visits** we have appointments available from 8AM to 11:30AM and 1:30PM to 4:30PM.

For **IV. treatment**, if that applies, we have different appointments based on the type and strength of the therapy:

8:30AM double dose chelation, mercury detox (vit.C drip).

9:30AM single dose chelation.

1:30PM double dose chelation, mercury detox (vit.C drip)

2:00pm single dose chelation.

### **\*APPOINTMENTS AND CANCELLATIONS**

We try to see all patients on an appointment basis and request that you call in advance so that we can reserve time for you. For reasons of health and safety, we need to see you in person even if you think you may need minor changes in your medication or treatment. Unless extraordinary conditions prevail, Dr. Pop will not make “ **telephone visits** “ and will not discuss medical conditions that require a medical decision by phone. For proper diagnosis and management **the doctor needs to see the patient**. In most cases, for emergencies, you can be seen the same day you call for an appointment. We make every effort to honor all time commitments and request that you extend the same courtesy to us. Occasionally, as emergencies arise, and whenever possible, you will be fully informed if there are any delays. Please contact our office as soon as possible when you realize you will not be able to keep an appointment. This will enable us to allow someone else to have your appointment. If the doctor requests that you return for a recheck or follow-up, please schedule the appointment before you leave the office. If this is not possible, please call us as soon as you can and we will gladly schedule the appointment for you.

### **\*TELEPHONE CALLS:**

The phone lines are open from 9AM to 12PM and 1:30PM to 4PM. All patients are encouraged to call with pressing questions they have on medical problems. However, it would be unfair to our patients in the office if the doctor was to leave their room to answer every telephone call. The office staff will gladly take your messages and the doctor may call you back later. Be sure to leave both a daytime and nighttime as well as a cell telephone number if appropriate. We would like our patients to be aware that **we are not doing office visits over the phone**, and to get medical advice you should make an appointment and the doctor will see you. Most of the phone calls are returned after office hours.

Also, if we order labwork or testing done for you, **the results will NOT be called to you** unless there is a critical finding. Normal or even abnormal results that are not critical will be discussed with you at the next appointment.

**\*AFTER HOURS EMERGENCY CONTACT:**

For **medical emergencies** please **dial 911** and the ambulance will take you to the closest hospital. Please let the ER doctor know that **Dr.Pop** is your **primary care physician** and they will inform him that you are admitted to the hospital.

After hours you can contact Dr. Pop for urgent matters by calling \_\_\_\_\_ to reach Lynn Smith or dial **349-0603** to reach Dr. Pop. **Please say your telephone number *immediately* after the beep. If you do not leave the phone number first, you may run out of time to say it and the doctor may not be able to call you back without a phone number.**

**\*HOSPITAL ADMISSIONS:**

Doctor Pop and Lynn Smith have admission privileges at Oak Hill Hospital on Cortez Blvd (Rte. 50) which is located about 5 miles from the office. Also Dr Pop and Lynn Smith will go to Spring Hill Regional Hospital and Brooksville Regional Hospital to see their patients.

**\*MEDICATIONS**

**All bottles of prescription medications and dietary supplements should be brought along at the time of each office visit!!! If another doctor changes your medications please let us know right away!**

**\*PRESCRIPTIONS AND RENEWALS:**

All prescriptions should be requested at the time of the office visit. Changing the medication cannot be done without seeing the patient. Only in special cases the doctor might increase, decrease, discontinue or change the medication without the patient being present in the office. Refills requested over the phone need a 24 hour period to be approved by the doctor and to be called in at the pharmacy of your choice. Prescriptions for controlled substances must be picked up in the office . We can not call them over the phone.

**\*SUPPLEMENTS:**

As a service to our patients, many of the supplements recommended are available for sale in our office. These supplements have been chosen for their quality, effectiveness, and price. All supplements must be paid by check, cash or credit card at the time they are dispensed.

Please be advised that the doctor or office has a financial interest in selling these supplements. However, please be aware our prices are extremely competitive and the quality very good or excellent.

Prescriptions and supplements recommended by the doctor represent his experience of the best available medication for your problem. We suggest you rely on the doctor's knowledge of the effectiveness and safety of the drugs prescribed. The doctor is in no way responsible for results in therapy if you accept a substitution (ie. generic drugs).

### **\*BLOOD WORK AND DIAGNOSTIC TESTING**

At the time of the office visit you will be provided with prescriptions for the tests ordered by the staff. You are encouraged to go the laboratory or diagnostic facility of your choice, based on your insurance plan or personal preference.

### **\*TEST RESULTS**

If the medical staff orders blood work or tests to be done ,we will only call you if there is a problem. Our non medical staff is not allowed to provide test results over the phone. If you call, we may let you know that we have the results back and you need an office visit so the Doctor or NP can review the results and provide you with further medical management. Normal or abnormal, but not critical results will be discussed with you at the time of your next office visit. No results will be mailed or faxed at a patients house or work place. Copies of your tests can be provided after the doctor has discussed the results with you at the time of the office visit. The charge for such copies is one dollar per page.

### **\*COPIES OF MEDICAL RECORDS**

Copies of blood work and diagnostic testing are available to the patients . Please let us know in advance what copies do you need and when you would like to pick them up. We will try to fulfill your request in a timely fashion. A member of our staff will let you know how many pages are to be copied and how much you will have to pay. There is a charge of one dollar per page. Payment in full is expected when you pick up the copies.

### **\*RELEASE OF MEDICAL RECORDS**

Medical records will be released to the facility of your choice as specified in the release of medical records form signed by you .No charge will occur for records sent to other doctor's offices. For release of medical records to attorneys offices and insurance companies there is a charge of one dollar per page. A bill will be submitted over the phone or through the mail to the company requesting your records. Documents will not be forwarded unless payment is received in full.

When requesting release of medical records from another doctor to our office we will provide you with our own form. Please make sure you fill in all requested information so we can fax or mail the request promptly. If records are not received in a timely manner we will need to have you contact the facility to expedite the process.

**\*FINANCIAL POLICY:**

As services are provided to the patients, we expect payment from the patients when services are rendered, unless arrangements have been made in advance. As a courtesy to our patients, we do file claims for the doctor's office visits with insurance companies. Occasionally, insurances will not cover medical services and we try to inform our patients in advance of this possibility. We will not file claims with your insurance companies for intravenous treatments and supplements. We make every effort to keep our prices reasonable and you can help us to accomplish this by paying at the time of each visit. For unusual circumstances, advance arrangements can be made by speaking with the office manager. A more **detailed office financial policy is attached to this package.**

**\*IN CONCLUSION:**

We hope this information has been helpful and has answered the majority of questions you may have had. Please let us know if we can answer any other questions.

Yours' for better health!

Calin V. Pop, M.D.  
Lynn Smith, ARNP  
and staff