

## Billing

All patients are asked to sign a copy of our financial policy. Should you ever have questions regarding your bill, please call us at 904.202.1032.

## Forms

Our doctors will provide a physician note to their patients' employer/school as needed for the appointment duration. Because this is an endocrinology practice, they do not perform disability exams nor fill out disability forms. FMLA forms should be completed by your primary care physician.

## Telephone calls—questions?

Our medical support staff has been trained to answer most questions. However, if they are unable to answer a question, we will review your chart and call you right back.

## Appointments

Patients are seen by appointment, helping assure minimal wait. Although we make every effort to stay on schedule, we ask for your understanding should emergencies and complicated visits occasionally cause delays; in these cases, our staff will keep you informed, giving you the option of re-scheduling your appointment. You can help us keep our schedule by:

- Informing the receptionist about the nature of your visit when you make your appointment, so the proper amount of time can be scheduled
- Arriving 10-15 minutes early
- Bringing all of your medications or a list of your medications to your appointment
- Notifying the office at least 24 hours in advance if you are unable to make your appointment\*

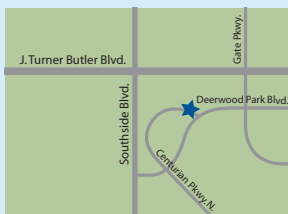
\*There is a \$30 charge for missed appointments and insurance will not cover this fee.

## Late policy

Patients who arrive more than 15 minutes late for their appointment may be asked to reschedule their appointment or to wait until they can be worked into the existing patient schedule.

## Location

Center One  
10475 Centurion Pkwy. N.  
Suite 203  
Jacksonville, FL 32256  
PH: 904.641.0304  
FAX: 904.641.2480



## Office hours

Monday – Friday  
8 a.m. – 5 p.m.

## Phone hours

Monday – Friday  
7:30 a.m. – 3 p.m.

## After-Hours Treatment

**Non-emergency.** If your condition is not an emergency, please wait to call during regular business hours. You may contact our office staff by calling **904.641.0304**.

**Emergency/acute care needs.** After office hours, and on weekends and holidays, if you have an emergency, you should: contact your primary care doctor, go to an Urgent Care Center or Emergency Center (see nearby Baptist Health facilities below), or in a life-threatening situation, call **911**.

### Baptist Medical Center South

14550 Old St. Augustine Road 904.821.6000  
Interstate 95, Exit 335

### Baptist Medical Center Downtown

800 Prudential Drive 904.202.2000

### Baptist Urgent Care Arlington

Open 8 a.m. – 9 p.m., Monday – Saturday  
Open 8 a.m. – 5 p.m., Sunday  
1021 Cesery Boulevard 904.743.2466



Depend On Us For Life<sup>SM</sup>

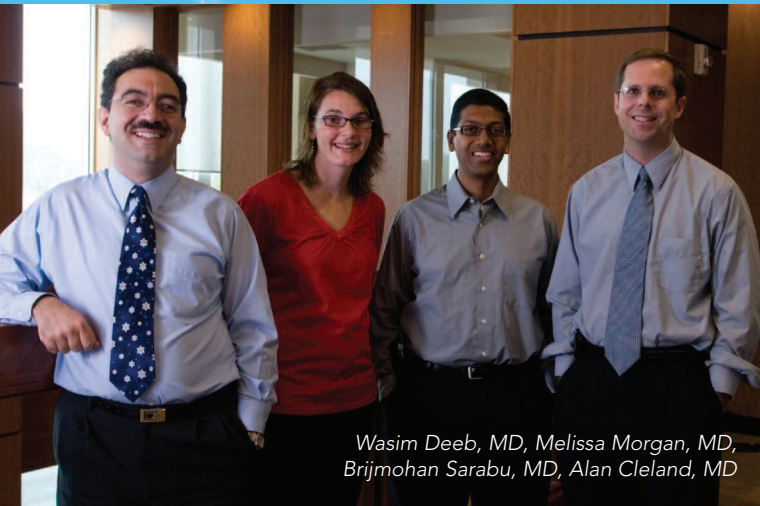
# Baptist Endocrinology



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# Welcome to Baptist Endocrinology

The medical team and staff at Baptist Endocrinology welcome you to our practice. Choosing a physician is an important decision and we understand that patients and their families want more than just expert medical advice. We pride ourselves on good communication. We look forward to serving your future medical needs and want to thank you for giving us the privilege of providing your care.



Wasim Deeb, MD, Melissa Morgan, MD,  
Brijmohan Sarabu, MD, Alan Cleland, MD

## About your physicians

**Alan Cleland, MD**, is a board-certified internist and endocrinologist. He received his medical degree from Tulane University School of Medicine. Dr. Cleland completed his internal medicine residency at Mayo Graduate School of Medicine in Jacksonville, where he continued his fellowship in endocrinology.

**Wasim Deeb, MD**, is a board-certified internist and endocrinologist. He received his medical degree from Damascus University and his internal medicine residency at Jersey City Medical Center. He completed a fellowship in endocrinology at Thomas Jefferson University, Jefferson Medical College. Dr. Deeb is certified by the American Diabetes Association.

**Melissa Morgan, MD**, is a board-certified internist and endocrinologist. She received her medical degree

from The Ohio State University College of Medicine and her internal medicine residency at Mayo Graduate School of Medicine in Jacksonville. She continued her fellowship in endocrinology at Mayo.

**Brijmohan Sarabu, MD**, is a board-certified internist and endocrinologist. He earned his medical degree from New York Medical College, and completed his internal medicine residency at Long Island Jewish Medical Center. He completed his fellowship in endocrinology at State University of New York, Upstate Medical University.

## Typical consultations

- Diabetes Mellitus
- Thyroid Disorders
- Bone Thinning (Osteoporosis)
- Obesity
- Hormonal Disorders
- Postmenopausal Concerns
- Cholesterol Issues
- Electrolyte Imbalances
- Fertility Issues

Although most services are covered by insurance, it is recommended that you become aware of your specific benefits.

## Labs and procedures

We have a lab drawing station in our office. If you have tests done outside our office, please:

- Request that the results be sent to our office
- Inform us of the date and location of the testing so that we may follow up

Our staff will immediately notify you if any of your test results require prompt attention. Otherwise, you will review your test results with your doctor at your next visit. If you require a copy of the results sooner, please call our office and we will do our best to meet your needs.

## Referrals

Some medical problems may require referral to a specialist. We're here to help coordinate the care you need, within the shortest time frame possible.

Please be aware that your insurance plan may limit you to specialists within your health plan's provider network. Obtaining a referral through your insurance plan or a specialist's office may be time-consuming, and your patience is greatly appreciated.

## Medication refills

For timely medication refills, please contact your pharmacy with the number on your prescription bottle. If your refill has expired, the pharmacy will call our office for permission to fill your prescription. We ask that you call two days before you run out of your medication; we handle refills during regular office hours. For your protection, an exam may be necessary before refilling some medications. A written prescription is required for controlled substances. Our doctors can only refill prescriptions originally prescribed at our office.