

Medication Refills

Except in cases of emergency, prescription refills are handled only during regular office hours. To ensure more timely refills, please contact your pharmacy with the prescription number on your medication bottle. If your refill has expired, the pharmacy will call our office for permission to fill your prescription. Since 24 - 48 hours are required, please call before the last day of your supply.

For your protection, an examination may be necessary before refilling some medications. A written prescription is required for controlled substances.

Telephone Calls

Our medical support staff has been trained to answer most questions. However, if they are unable to answer a question, your chart will be reviewed and a staff member or physician will call you back.

Forms

For each form (FMLA, APS, Disability, etc.) that we complete and sign, the charge range from \$15 (simple, one-page form) to \$25 (multi-page form or dictated letter). Payment is due at the time the form is submitted; please allow five to seven business days for its completion, after which time it may be picked up during regular office hours.

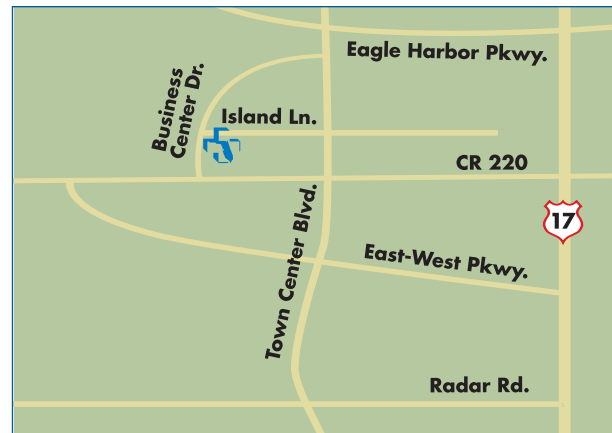
Billing

We ask that all patients sign a copy of our financial policy. Our billing is managed by a centralized billing office. If you have any questions regarding your bill, please call **904.202.1032**.

After-Hours Treatment

An on-call nurse and physician are available for telephone consultation regarding urgent health conditions after office hours, on weekends and holidays. The on-call physician will not fill controlled substances or antibiotics. You may contact the after-hours staff by dialing our office number, **904.264.4405**.

If hospital admission is required, our on-call doctor will provide care for you and notify us of your admission. Also, the on-call physician will provide care for newborns and will notify pediatricians of births. Please follow your insurance policy's guidelines for emergencies. If you have a life-threatening emergency, call **911**.



Location

Baptist Primary Care Fleming Island
1590 Island Lane, Suite 1
Orange Park, Florida 32003
904.264.4405

Office Hours

Monday - Friday
8 am - 5 pm



Baptist Primary Care Fleming Island



Welcome to Baptist Primary Care

The medical team and staff at Baptist Primary Care Fleming Island welcome you to our practice. Choosing a primary care 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.



The Family Physician

Trained and experienced in the areas of internal medicine, ear-nose-throat, pediatrics, dermatology, gynecology, orthopaedics, outpatient surgery and a comprehensive knowledge of today's health care, the family physician provides medical care and health care advocacy with a view of the "whole picture."

About Your Physician

H. Dale Boyd, MD is a board certified Family Physician. He completed his Family Practice internship and residency at Naval Hospital, Pensacola in Pensacola Florida, in 1991. He completed his undergraduate studies in Chemistry in 1979 and earned his medical degree at the University of Kansas in 1988.

In 1996, after 24 years of service, he retired from the Navy and established a practice in the Orange Park/Fleming Island area. He looks forward to providing a professional and caring experience for his patients.

An avid sailor, he is married with four grown children.

Our Services

We offer the following services:

- Physical exams
- Well-child visits
- Pap smears/female exams
- Most minor office surgical procedures
- Immunizations
- School/athletic physicals
- Sports medicine

Although most services are covered by insurance, it is recommended that you become aware of your specific benefits. Contact your insurance customer service representative to answer any questions.

Your Appointment

Patients are seen by appointment, helping assure minimal wait time.

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 allotted

- Arriving 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 may be a \$30 charge for missed appointments and insurance will not cover this fee.

Labs, Procedures and X-Rays

Our staff will immediately notify you if any of your test results require prompt attention. Otherwise, you may receive a report summarizing your test results in the mail in two to three weeks. In some cases, the doctor may request that you wait until your next scheduled appointment to discuss the results of your tests.

Referrals

Some medical problems may require referral to a specialist. You should be aware of the referral policies of your insurance plan, as some limit you to specialists affiliated with 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 appreciated. We will do our best to meet your needs within the shortest possible time frame.