

Eduardo J. Balbona, M.D., Board Certified Internal Medicine

## **Art of Medicine, P.A. Internal Medicine**

### **Policies Brochure**

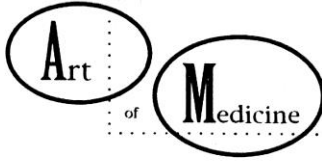
Welcome of our internal medicine practice. If this is your first visit the following information should help you become more acquainted with our practice and its' policies and standard procedures.

**Internal medicine** is a subspecialty of medicine devoted to the diagnosis of disease and the expert management of chronic illness. The internists' board base of training in multiple subspecialties allows for a more comprehensive view of the individual. Internists thus typically care for older and often more complex patients. They are often involved in the care of patients both in the office setting as well as in the hospital with acute illness. Internal medicine believes in the benefit of comprehensive physical examinations to assess and maintain health usually done at least annually.

### **What to Expect:**

This office provides internal medicine type diagnostics and disease management service.

- We do not offer acute care services or emergency room type service.
- We do not treat children and do not provide obstetric (pregnancy) care.
- We do not provide long-term narcotics or treat chronic pain syndromes.
- We do not provide disability assessments or medical-legal opinions.



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### **Financial Policies:**

Our medical practice is dedicated to providing you the best possible healthcare services. It can do so only when you have a clear understanding of your financial responsibility. Even though you may have a current insurance policy, you are fully responsible for the payment of all services that are provided to you. Matters involving disputes with your health insurance company including those with respect to insurance verification, medical necessity, pre-certification, non-covered benefits, referrals, co-payments and deductibles are between you and your insurer. These issues do not release you from your financial responsibility to this practice. **Deductables and Copays** are payable at the time of service. Any previous balance on your account are expected to be paid at the time of service.

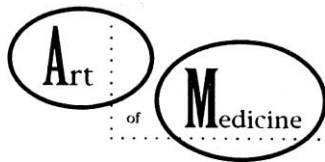
**Please be sure we have a current copy of your current health insurance card on file.** Due to the number of plans and their frequent changes, it is your responsibility to understand your plan benefits. Provision of service does not guarantee your insurance coverage. All insurance co-payments or deductibles are due at the time of your visit and are best paid in advance of being seen.

### **General Office Policies:**

Routine prescription refill requests will be accepted during our usual business hours. We request that when possible refills should be requested via pharmacy fax to refill fax line: (904) 388-9191 with at least 7 days notice.

Referrals and authorizations are done on a weekly basis. Failure to plan for this does constitute a reason for the disruption of other patients care.

Patients are seen by appointment only. Walk-in patients are generally not accepted and may be referred to an acute care facility.



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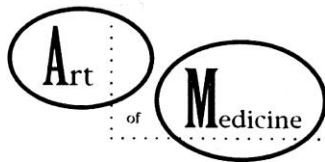
If you unable to keep your appointment please notify the office at least 24 hours prior to cancel and allow others to be seen. Failure to cancel your schedule appointment in a timely manner may incur a \$25 charge to your account. Repeated no-shows are strictly discouraged.

There will be an administrative fee for routine forms requiring physician completion. A prepayment charge of \$25 may be required prior completion. Forms are done on a physician time availability basis and may take 10-14 days for completion.

Reports requested by insurance companies, disability companies or attorneys will be subject to a charge to be determined by the extent and complexity of information requested.

Care is provided on the basis of mutual respect and trust. Abusive or adversarial behavior that is felt not to be consistent with this may lead to patient dismissal.

Certain aspects of your care may not be covered by your health insurance company. This often includes screening tests such a carotid artery intimal-medial determination. When such tests are felt to be indicated they will be discussed with you in detail and their cost reviewed.



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### **General Philosophy:**

The true threat to our wellness comes not from the passage of time but rather in the form of denial, ignorance and apathy. Informed, rational and thoughtful choices made in a timing fashion are your best insurance against disease, disability and premature death. The path to health begins with the proper appreciation of its value and the commitment to learn more.

With a focus on disease detection and prevention we hope to help you lay the foundations for a more vigorous, vital and healthful future.

### **Dr. Eduardo Balbona**

Dr. Balbona received his M.D. for the Medical College of Georgia in 1990.

He completed specialty training in Internal Medicine at the National Naval Medical Center in Bethesda, Maryland. His experience includes providing medical care to the members of Congress and the Supreme Court while working at the U.S. Capitol.

He has special interest in cardiovascular disease screening and prevention. Dr. Balbona supports evidence based medicine practices with an emphasis on disease prevention.

He currently lives in Jacksonville with his wife Kathleen and two sons: John Edward and Joseph.