



Lee N. Metchick, MD, FACE
Board Certified Endocrinology, Diabetes, & Metabolism
925 Williston Park Point, Suite 1003, Lake Mary, FL 32746
109 W. Knapp Ave, Edgewater, FL 32132
Phone: 407-691-3200 ♦ 386-427-4544
Fax: 386-427-8688
www.myendohealth.com

TELE-MEDICINE AVAILABLE

At the request of many of our patients who find it difficult or inconvenient to travel to our office due to work schedules, travel costs, physical difficulties, and/or time constraints, we are now offering “phone visits” for our established patients (new patient appointments must be in-office). A phone visit may not always be appropriate when your medical problem is complex requiring a face-to-face visit, or if you prefer the traditional in-office visit. The physician will decide if the “phone visit” is appropriate for you. You will still be required to see the physician / physician assistant periodically in the office.

We will schedule a “phone appointment” within a one-hour timeframe (e.g. between 1:00 pm – 2:00 pm) and will call you within this timeframe. As with your in-office visit, if lab work or radiology services have been ordered, you will need to have completed all testing two weeks prior to the “phone appointment” so that your results can be discussed.

Insurance does not pay for telephone consultations. The doctor’s time is charged in 15-minute increments (e.g. 12 minutes will be charged at the 15-minute rate). The cost is \$55.00 for each 15 minute segment, however, we anticipate that most visits will not exceed 15 minutes. In order to serve your needs for phone consults, we need to keep your credit card number, current expiration date, and billing address on file. We appreciate your cooperation with our front desk on this matter, as well as keeping us updated on any changes. Your credit card information will be protected and maintained confidentially. We will process your payment at the end of the phone consultation.

We will verify the phone number you wish us to use to reach you. If we cannot reach you after two attempts, you will be charged a \$25.00 fee for a “no show” appointment. Cancelling less than 24 business hours will also incur a \$25.00 fee.

If you have any questions about this treatment option, please ask to speak to the Practice Administrator.

If you wish to avail yourself of this service, you will need to sign a tele-medicine authorization form and credit card authorization form.

ATTENTION DIABETES PATIENTS – BLOOD GLUCOSE LOG REVIEW

You will have several options available for blood glucose log reviews:

- 1) wait until your regularly scheduled follow-up appointment
- 2) schedule a blood glucose review appointment
- 3) fax or e-mail your glucose log, they will be reviewed and a phone call or e-mail will be made to you to make the appropriate adjustments and recommendations (\$25.00 fee applies which is NOT covered by your insurance).

If you wish to avail yourself of this service, you will need to sign a credit card authorization form in advance. If using e-mail for this service, an e-mail consent form must also be signed in advance.