

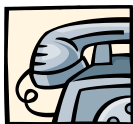
Welcome To Our Practice!

Welcome



You, the patient, are the most important person in our office. We are committed to providing you with the best possible medical care. Excellence is our goal. We have worked to provide a full range of services and have highly trained and knowledgeable staff. Please do not hesitate to ask us any questions about your health plan or medical care.

Office Hours



Phones: Telephones are answered **Monday – Friday from 9 a.m. to 5 p.m.**

Office Hours:

Monday	Tuesday	Wednesday	Thursday	Friday
8 a.m.- 5 p.m.	8 a.m.- 5 p.m.	8 a.m.- 5 p.m.	8 a.m.- 5 p.m.	8 a.m.- 5 p.m.

Emergencies: For life-threatening situations, call 911. If you have an urgent problem, please call our office for instructions. After hours, our answering service will inform you of how to reach a physician on call.

Test Results: For test results call **772-335-8446 prompt 3**

Prescriptions: All prescriptions and refill requests should be requested during normal office hours. Please have your pharmacy call the office at **772-335-8446 prompt 3** for renewal of medication.

Appointments



For appointment please call **772-335-8446 prompt 1**

- Please call in advance for routine office visits. Make follow-up appointments as you leave. We make every effort to stay on schedule, although emergencies arise. If we are seriously delayed, we attempt to notify patients beforehand.
- As a courtesy to other patients and staff, please call the office as soon as possible if you are unable to keep your appointment or are going to be late.

Financial Policy



- Unless arrangements have been made in advance, **co-payments, co-insurance, and any outstanding balances are expected at the time of service.** Patients may be financially responsible for payment of all services even if their insurance company does not pay. Patient accounts not paid promptly are subject to third party collections and/or legal procedures.
- If we are not participating providers with your plan, we will provide you with a receipt for you to file with your insurance company.
- Any check returned from the bank will result in an additional **(\$25.00)** charge that will appear on your account.
- If your insurance carrier has not responded to a claim within 90 days, we reserve the right to formally transfer all associated liability for the claim to the patient/guarantor. Failure to promptly resolve this balance may result in third party collection and/or legal procedures be taken. Please keep a close watch for carrier claim payment and contact the insurance carrier or a clinic patient accounts representative at **772-335-8446 prompt 6** in the event a claim is not resolved within 60 days from the date of service.
- We realize that emergencies do arise that may affect timely payment of your account. If such extreme cases do occur, please contact a patient accounts representative at **772-335-8446 prompt 6**
- Please always notify our office of any change in name, address, phone or insurance information.

Insurance



- Prior to your appointment, please check your insurance information so you will be informed about referrals, co-payments, and any deductible required at the time of the visit. We also accept: **Visa, MasterCard, Discover and American Express.**
 - For your first visit, please bring your insurance card and arrive early to complete the necessary patient information forms.
 - We accept **Medicare** as well as most insurers, however, please review all insurance information with our staff prior to services being rendered.
 - Your health insurance contract is between you and your insurance company. Any complaints regarding your coverage should be directed to your carrier.
 - Referrals: Please allow 48 hours for referral processing. If you are being referred, please be sure to bring the referral with you at the time of office check-in.
-

What Do We Need From You?



- To inform the Medical Practice staff of any pertinent changes in insurance, employment, demographic information or relationships with other care/service givers.
 - To arrive on time for scheduled appointments and cancel, when necessary, with a phone call.
 - To provide payment for services requested and delivered by the Medical Practice not covered by insurance within 90 days.
 - To notify the Medical Practice of any change in his/her health status.
 - To follow the recommended treatment plan and inform the Medical Practice of any physical or mental impairment requiring special accommodation.
 - To ask questions if directions and procedures are not understood.
-

What Should You Expect From Us?



- To be treated with respect, dignity and be informed of his/her care needs to make appropriate decisions.
 - Help plan his/her care and make changes to it.
 - Expect that teaching materials will be provided in a manner he/she can understand.
 - To be informed of the Medical Practice billing process.
 - To have his/her records kept confidential except when consent has been given.
 - To expect services to be professional, timely and appropriate.
 - To communicate his/her complaints to the Medical Practice Manager and expect to receive follow-up without negative repercussions or changes in service.
 - To receive care without discrimination due to race, religion, age, sex, disability or ethnic origin.
-

About Our Physicians



Adam Kurtin, DO

Dr. Adam Kurtin received his Bachelor of Science in Biology at the Fairleigh Dickenson University, in New Jersey. Dr. Kurtin graduated from University of Medicine and Dentistry of New Jersey in 1991. He completed his Surgery Residency also at University of Medicine and Dentistry of New Jersey.

- Dr. Kurtin focuses on General Surgery, specializing in parathyroid and thyroid surgery.
- Dr. Kurtin is Board Certified in General Surgery by the American Osteopathic Board of Surgery.
- Dr. Kurtin is a Clinical Assistant Professor of Surgery for the Florida State University College of Medicine.

Rene Loyola, MD

Dr. Rene Loyola received his Bachelor of Science in Biology and Chemistry at Loyola University in New Orleans. Dr. Loyola graduated from University of Barcelona Medical School in 1975. He completed his Surgery Residency at University of Miami School of Medicine at Jackson Memorial Hospital.

- Dr. Loyola focuses on General and Vascular Surgery.
- Dr. Loyola is Board Certified in General Surgery and is a Fellow of the American College of Surgeons.
- Dr. Loyola is a Clinical Assistant Professor of Surgery for the Florida State University College of Medicine.

Douglas Sanders, MD

Dr. Douglas Sanders received his Bachelor of Science in Microbiology and Cell Science at University of Florida. Dr. Sanders graduated from University of Florida Medical School in 1991. He completed his Surgery Residency at Orlando Regional Medical Center.

- Dr. Sanders focuses on General Surgery.
- Dr. Sanders is Board Certified in General Surgery and is a Fellow of the American College of Surgeons.

Michael Walters, MD

Dr. Michael Walters received his Bachelor of Science in Human Biology at Brigham Young University. Dr. Walters graduated from Medical College of Wisconsin in 2003. He completed his Surgery Residency also at Medical College of Wisconsin and Dartmouth-Hitchcock Medical Center in New Hampshire.

- Dr. Walters focuses on General Surgery
- Dr. Walters is Board Certified in General Surgery and is a Fellow of the American College of Surgeons.
- Dr. Walters is a Fellow of the Association of Military Surgeons of the United States.

Location



**1400 SE Goldtree Dr., Suite 103
Port St. Lucie, FL 34952**

Please see our website for door to door directions to our location.

www.treasurecoastsurgical.com

Click on the Office Location Link