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Welcome To Our Office! Please keep this reference sheet for later use.

As a patient at Surgical Associates of Venice & Englewood, our physicians and staff are dedicated to providing you with the highest quality care. Our Venice office hours are Monday thru Friday 8:30 am to 4:30 pm; however we do offer ultrasound appointments starting at 7:00 am. Our Sarasota office is open Friday mornings by appointment. Please read the following information to welcome and acquaint you with our office. For additional information, please visit our website at **VeniceSurgery.com**. We offer **aesthetic services** such as spider vein injections, BOTOX cosmetic and dermal filler injections. For more information please visit our website at **WestCoastLooks.com**. You can now reach us with just a Click via our **Patient Portal**. Please provide your email address to our front office so that we can send you a secure invite.

The Physicians at Surgical Associates of Venice & Englewood ask that all **new patients arrive 30 minutes** in advance of their appointment time and **established patients arrive 15 minutes** before their appointment time to ensure sufficient time at check-in. Patients will be asked to present their insurance cards and driver's license.

New patients are asked to complete a Patient History Questionnaire. It is very important that you **list all of the medications** (and dosages) that you are currently taking. This ensures our ability to provide you with the safest medical care by keeping our records accurate.

Surgical Associates of Venice & Englewood participates with certain managed care plans that require an authorization from the patient's primary care physician. If you belong to one of these insurance plans, please remember that it is the patient's responsibility to notify and obtain an authorization from their primary care physician. Surgical Associates of Venice & Englewood will try to assist with this process, but cannot honor an appointment that does not have proper authorization from your insurance company.

When you have completed your scheduled visit, you will be asked to schedule any return visits that the Physician has ordered and to pay your portion for the services provided.

If you are requesting records from our office to take to another physician, please allow 5 working days for reproduction of the records. You will be asked to sign an Authorization for Records Release Form and there may be a charge for the duplication service.

There is always a Surgical Associates of Venice & Englewood **physician on call** to assure continuity of care. For calls when the office is closed, please inform the answering service of your problem and leave your full name and phone number. The "On Call" physician will respond as quickly as possible. Please be prepared to accurately describe your problem and list the medications you are taking. Routine calls can best be addressed during regular office hours.

NURSE CALLS (941) 584-1002 (Clinical questions and Prescription refills)

Please leave a message if you reach the voice mail and your call will be answered on the same business day. Nurse calls will be answered throughout the day between patients. **Emergent issues should not be left on voice mail**. If you need to have a **prescription** refilled, please give us at least 24 hours notice. This will allow our clinical team time to reach your pharmacy or to get a signature on a prescription from your Physician. The fastest way to a prescription refill is often by Electronic Prescription. You may drop off your prescription refill request at the front desk, call our clinical staff, or use our Patient Portal.

DIRECT LINES: Procedure Scheduling (941) 485-1384 Billing Department (941) 484-1203

Please note that our office will be calling your home to confirm your appointment and also to provide treatment information, etc. We utilize automated systems to contact our patients. If you have any restrictions as to receiving phone calls, please notify the receptionist and indicate your preferences on our HIPAA release form.