

**WELCOME TO OUR PRACTICE!** Thank you for choosing UF Health Physicians for your health care needs. We're dedicated to making your health care experience positive. This means providing you with excellent care during your visit, as well as all the information you will need to make interactions with our practice efficient and successful.

**UF Health Sleep Center**

Magnolia Parke  
4740 NW 39<sup>th</sup> Place, Suite C  
Gainesville, FL 32606

**Phone: 352-265-5240**

**Fax: 352-627-4173**

**Hours:**

**Monday—Friday 8:30 AM to 5:00 PM**

Each provider's hours may vary slightly from these times

**Clinic Leadership**

Richard Berry, MD, Medical Director | Pat Leebove, Practice Manager

Visit us online: [UFHealth.org/sleepcenter](http://UFHealth.org/sleepcenter)

**If you have a medical emergency any time of day or night, please call 911.**



- Your secure connection to UF Health's online patient portal, MyUFHealth, makes it easier than ever to schedule appointments, view lab results, request prescription refills, communicate with your provider and more.
- Visit [UFHealth.org/MyChart](http://UFHealth.org/MyChart) or ask a staff member for more information.

**Appointments**

- **Urgent Appointments:** If you develop an urgent medical problem, please call our office at 352-265-5240. We are a group practice; therefore if your regular physician is not available, you may be seen by his/her associate.
- **Walk-In:** Patients are seen *by appointment only*. If you need an appointment please call and speak to one of our representatives.
- **No Show Policy:** If you cannot make your appointment, please give our office at least a 24 hour notice when possible. In the event you have 3 or more missed appointments in a 12-month period, you may be discharged from our clinic.
- Please be on time for your appointment. If you are running late for an appointment, please let us know as soon as possible. You may be asked to reschedule.
- You can receive appointment reminders on your cell phone in two easy steps:
  1. Provide your cell phone number to clinic staff and let us know you'd like to receive text messages
  2. Text "UFHEALTH" TO 622622

**Calls to Our Office**

- You may call our office at 352-265-5240. It is not always possible to immediately speak with your provider or nurse, as they have many responsibilities. Therefore, clinic staff will take your phone message and your call will be returned as soon as is possible and reasonable for the urgency of the message. We appreciate your patience and understanding of this policy, as it exists to ensure that we are able to adequately devote time and attention to all patients.
- General inquiries can be sent via MyUFHealth.



- Non-urgent calls will be returned within 48-72 hours.

### **Forms & Paperwork**

- If you require forms to be completed by your physician, please contact our office, as you may need to see your physician before the form can be completed. Once your physician has determined if he/she needs to see you, a staff member will call you to make an appointment or instruct you to forward the forms to our office.

### **Lab & Diagnostic Test Results**

- Urgent results—you will be contacted by phone immediately.
- Normal results—allow 2 weeks from the date of your test to receive results on MyUFHealth or to be contacted by the clinic.
- Please understand that if the lab or diagnostic testing facility tells you that the results will be ready that same day, it is not likely that your physician will receive and review the results the very same day. If the results are urgent then your physician will review them that day and call you.



### **Medical Records & Confidential Information**

- For your protection, we never assume we can discuss this confidential information with anyone other than you. If you would like us to share your medical information with certain people (spouse, parent, etc.), verbally or in writing, you will be asked to sign an authorization form.
- When requesting copies of medical records you will be required to sign an Authorization for Release of Medical Records. To obtain a copy of your medical records, please contact 352-265-5240. Please allow a minimum of 7 business days for your request to be processed.

### **Prescription Refills**

- Prescription refill requests can be made on MyUFHealth.
- Refills may require 48 hours to be processed, so please plan ahead! When requesting a refill, please provide the following information: name of medication, dosage, how often you take the medication, name of your pharmacy, phone number and fax number for your pharmacy.
- If you need a refill on a controlled substance, this must be done at an appointment **only**.



### **Sleep Studies/Equipment**

- If your physician requests that you have a sleep study, the appointment for the study can be made at the same time as a return clinic appointment is made. After your sleep study, it may take a few days before the results are available. If you do not get a phone call about your results within a week, send a MyChart message or call the Sleep Center and request your physician to call you to discuss the results.
  - There are 3 main types of sleep studies:
    - Diagnostic sleep study - you are monitored during sleep (usually to determine if sleep apnea is present).
    - Positive airway pressure study (also known as a PAP or CPAP titration) - a study to determine an effective level of pressure to treat sleep apnea.
    - A split study consisting of an initial diagnostic part followed by a positive pressure part.
- Depending on the type of study you have, another sleep study may be ordered or you may need to be started on treatment for sleep apnea before you return for a clinic appointment. It is possible that your next clinic appointment may need to be changed based on sleep study findings. Sometimes an expedited appointment is needed to meet insurance requirements. Every effort will be made to enable you to meet the requirements but you may need to see a different sleep physician if your physician has no openings.
- If you are using continuous positive airway pressure (CPAP) treatment **ALWAYS** bring your machine and mask to every clinic appointment. This allows us to educate you on use of the device as well as troubleshoot problems.

Again, we thank you for choosing UF Health Sleep Center for your health care needs. Your health and well-being is very important to us. We welcome any suggestions you may have to improve the care we provide. Please contact Pat Leebove, Practice Manager, or Dr. Richard Berry, Medical Director, with any questions or concerns.

*Patient Care • Research • Education*

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*UF Health is a collaboration of the University of Florida Health Science Center, Shands hospitals and other health care entities.*