



Welcome to Sunshine Medical Centers. Our team of doctors and staff are dedicated to helping our patients maintain a healthy lifestyle.

Office Hours:

Monday, Tuesday, Thursday	8:00 A.M. – 5:30 P.M.
Closed for Lunch:	12:00 P.M. – 2:00 P.M.
Wednesday and Friday	8:00 A.M. – 2:00 P.M.

Appointments:

Appointment cancellations cause significant hardship to our practice and patient flow and should be avoided as much as possible. Please allow at least 24 hours to notify the office of your intended cancellation. There will be a \$25.00 charge incurred if confirmation has been made ahead of time and cancellation occurred less than 24 hours prior.

A “**NO SHOW**” appointment will automatically be billed \$25.00.

Recurrent “**NO SHOW**” (2 times) or repeated short notice cancellation will result in a discharge from our practice.

If you are a **NEW PATIENT** please arrive 20 minutes early to assure paperwork is completed properly.

NO WALK-IN appointments.

If you are 15 minutes late to your appointment, you will be asked to reschedule. Patients are called back in order of their appointment times, not the order you check in.

Referrals:

Please call your insurance to see if they require a referral to see a specialist. If they do, your primary care doctor must send us that referral before you can be seen.

CO-PAY:

Co-Pays are due at the end of service. Overdue balances from previous visits will be collected in the subsequent visits.

Phone Messages:

If you have an Emergency, please call 911.

All phone messages will be handled in the order in which they are received and usually the same day, if not the next day. Please do not leave duplicate phone messages as that will delay the response time.

Requesting Records:

If you are requesting office notes, please give the office 48 hours to gather information and they will let you know when they will be available for pick up.

Billing:

Any questions regarding billing, please contact the front desk at the Maryville office at 865.984.6850 or Angel at the Knoxville office at 865.584.0080.

Waiting Room:

While in the waiting room, please be courteous and turn cell phones down. IF you need to place a call, please step outside to do so. Please keep children under control and DO NOT allow them to run up and down hallways. We have a kid's room for them to enjoy.

Allergies:

Please avoid wearing perfume or other strong fragrances, as many of our patients have serious allergies.

Patient Signature: _____ Date: _____