Dear Patient,

Welcome to the Flagler County School Board Clinic. We would like to take this opportunity to welcome you to our practice. This letter contains answers to some of the most commonly asked questions by patients entering our practice. We hope that you will find this information useful.

At the Flagler County School Board Clinic we practice preventative medicine as well as caring for your chronic and acute medical needs. Our practice strives for early detection, early intervention and prevention. Regularly scheduled office visits allow us to better assist you in identifying and managing any chronic health problems you may have.

We utilize an automatic calling system that will call you 24 hours in advance of your appointment. We do understand that in today’s busy world occasionally situations come up that are beyond your control. In those instances, we do request that you extend to us the courtesy of a 12-hour notice. This courtesy allows us to continue to operate efficiently and use the time that was reserved for you to help other patients in need. Due to time constraints and our need to provide quality care we ask that you arrive on time for your appointment. If you are unable to arrive on time we will reschedule your appointment to a time that is more convenient for you.

The Flagler County School Board Clinic is set up to decrease cost to employees. This decrease cost is connected to specific procedures done in the office, specific labs and x-ray. Attached is the flyer that explains the procedures covered by the school board agreement. If a procedure is needed that is not covered by the Clinic agreement the procedure will be ordered and United Health Care insurance will be billed.

In a sincere effort to maintain patient satisfaction while honoring the need to maximize effectiveness and efficiency of our work processes, we have implemented procedures which we hope will let us provide you with the best quality medical care. If you have tests or blood work ordered by the Clinic you will be called once results are received. You will be given those results by phone or a follow up visit will be scheduled if the ordering physician feels it is necessary.

Please make a complete list of all medications that you are currently taking and bring all medication bottles to your first visit. Our front office staff will review your demographic and insurance information with you at each visit to ensure that we maintain your correct information on file. This allows us to submit your claim to insurance in a timely manner.

Please evaluate your medication supply prior to your office visits and try to correlate all refills with your scheduled appointments. If refills are needed prior to your follow up please contact your pharmacy and they will send your request to the Clinic electronically.
It is our goal to provide you with high quality, convenient medical care by a caring staff in a modern facility. If you feel you need to be seen by a physician and there is not a Clinic appointment available we will meet your medical needs as a walk in. A walk in encounter and services rendered during that visit will be billed to United Health Care.

We welcome you to the Flagler County School Board Clinic.

Staff of Prompt Care Walk In Clinic,

Johnna Mantineo, DO

Bandele Orebanwo, MD