

Frequently Asked Questions

What are your hours?

Our office is open from 9-5 Monday through Thursday, and from 8:30-4 :30 on Fridays. Please contact our main office at 561-241-4758 for information about office location and hours.

Where are you located?

Our office is located at 1905 Clint Moore Road, Boca Raton, Fl. Please contact us for directions or use our website.

Are your physicians in network with my insurance company?

Dr. Garrod is contracted with most major insurance companies. Please call the customer service phone number on the back of your insurance card to ensure the most accurate information regarding our physicians and your individual plan. Your insurance is your responsibility. Please verify that your physician is contracted with your insurance plan prior to your appointment or surgical procedure.

How do I schedule an appointment?

Please call 561-241-4758 in order to receive information about or to schedule an appointment with Dr. Garrod. Our patient coordinators will be happy to take your call and can answer any questions that you may have. In order to schedule an appointment for you, we required the following information:

- Insurance Information, including your identification and group numbers
- Personal Information such as Name, Address, Date of Birth, and Social Security Number
- Two phone numbers
- Emergency Contact Information

What do I need to bring for my appointment?

If you are a new patient, please arrive 15 minutes early in order to complete the required paperwork and health history. Please bring the following to your appointment in order to ensure the best possible care:

- Detailed list of medications and required dosages
- Photo ID
- Insurance Card
- Co payment, if required by your insurance plan
- Any relevant X-Rays or diagnostic imaging

Will the physician be on time?

We understand that your time is valuable and will make every effort to ensure that you are seen on time. However, there may sometimes be unavoidable delays due to complications with other patients and emergency issues. We strive to ensure timeliness but thank you for your patience when delays occur.

How do I get a copy of my Medical Records or X-rays?

While we have in-house X-Rays and will provide you with copies of both your X-Rays and medical records, there is a fee to copy either one. If you would like copies of your records, please contact our office and ask to speak to the Medical Records department.

My employer or nurse case manager needs a copy of my work status report. How do I get one?

Patients with work related injuries are required to give status reports to their employers. These reports document the details of the injury, expected work restrictions, and any required days off. Please note that these reports take one week to formulate.



I do not have any health insurance. What should I do?

Your first appointment will require a deposit of \$250.00. After your physician has determined your course of care, a financial counselor will speak with you regarding the estimated cost of care and your payment options.

I do have health insurance. What are my financial responsibilities?

You are required to bring your insurance card with you in order for us to bill your insurance. If you do not have it, we will consider you to be an uninsured patient and the self-pay patient policies will apply. Having insurance will only cover a portion of your costs; these costs are dependant on your individual or family policy. *While we are happy to assist you, It is your responsibility to know your health insurance benefits.* Please note that while we will bill your insurance company as a courtesy to you, we will not bill for third-party liability.

I have scheduled surgery. Now what?

First and foremost, review the  [Preoperative](#) and  [Postoperative](#) Instructions to familiarize yourself with what to expect. You may receive a phone call from our Medical Assistant. This staff member is knowledgeable regarding your surgical insurance benefits and will provide you with information about your financial responsibility. She will let you know your estimated financial responsibility in terms of deductible and co-insurance and answer any questions that you may have regarding this often confusing aspect of your medical care.