



## REQUEST REFERENCE GUIDE 2023

To ensure prompt processing of requests related to patients and clients, kindly direct all requests to the appropriate email address as specified below. Please take the time to update your records with these updated email addresses for a seamless and efficient experience.

**Leslie D.** (Admin Assistant) at [ldiaz@mindhopeofoviedo.com](mailto:ldiaz@mindhopeofoviedo.com) for requests related to:

- New Referrals (Letters from- **A-M**)
  - **To confirm patient's appointments**
  - Canceling or rescheduling patients' appointments
  - To schedule Psychotherapy Services
  - Completion of questionnaires or any other documents
  - Questions about MMI
  - Initial Evaluation Reports
  - Progress notes
  - DWCs
  - Cancellation/rescheduling or confirmation of a **deposition/conference** call
  - Send Zoom Instructions to this email
  - Send Notice of Taking a Deposition
  - Any other matter related to the patient
- **Jean R.** (Office Manager) at [jrolon@mindhopeofoviedo.com](mailto:jrolon@mindhopeofoviedo.com) for matters related to:
- Medical records
  - Canceling or rescheduling patients' appointments
  - Pharmacy
  - Medications
  - Billing
  - Or any other concerns

For the efficient scheduling of referrals, **conference calls**, or **deposition appointments**, kindly direct all requests to [info@mindhopeofoviedo.com](mailto:info@mindhopeofoviedo.com). Our team endeavors to process referrals within a 48-hour time frame. Please note that we receive a substantial volume of Workers' Compensation referrals on a daily basis. Nonetheless, we will make every effort to promptly process your request and provide you with timely assistance.

*Thank You for Your Cooperation!*