



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.

Initial Evaluation Reports are delivered between 7-10 business days along with the DWC's, thereafter progress notes will be delivered along with DWC's between 2-4 business days.

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

- **New Referrals (first letter name from- A-M)**
- To confirm/cancel/reschedule patients' appointments
- To schedule **Psychotherapy Services**
- Letters from **attorneys** to confirm appointments or any other letters or docs
- Completion of questionnaires or any other documents
- Questions about MMI
- Initial Evaluation Reports
- Progress notes / DWCs
- **To confirm depositions and/or conference calls/cancellations/ rescheduling**
- 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 for matters related to:

- Medical records
- Canceling or rescheduling patients' appointments
- Pharmacy
- Medications
- Billing
- Or any other concerns

For efficient scheduling of NEW REFERRALS (first name letter from N-Z), Conference Calls, or Deposition appointments, direct all requests to **Mrs. Figueroa, Clinical Director, at:**

info@mindhopeofoviedo.com.

Our team endeavors to process referrals within a 48-hour timeframe. Please note that we receive a substantial volume of Workers' Compensation referrals daily. Nonetheless, we will make every effort to promptly process your request and provide you with timely assistance

Thank you for trusting us and for your Cooperation!