

# WATSON CLINIC

## NEW POLICY REGARDING PAYMENT/COLLECTIONS AT TIME OF SERVICE

Patients who have an outstanding balance in collections or pre-collections and are not on an active budget plan will need to either pay their balance in full or arrange a budget plan with a financial counselor from our Business Office prior to their appointment. Patients who choose to visit the business office at the time of their scheduled visit with a medical provider will be asked to reschedule their appointment for a future date.

Patients with an active budget plan are considered those who have a balance in collections or pre-collections, have arranged a payment plan with our Business Office or with the Collection Agency, and have made a payment towards that agreement within the last 45 days.

The Business Office at Watson Clinic Main is located on the 1 West floor. Please see the reverse side to locate financial counselors at our regional facilities. If you wish to establish an active budget plan prior to your next appointment, please call a member of our Billing department at **863-680-7323**.

The only exceptions to this policy involve visits to our Chiropractic Medicine, Obstetrics-Gynecology, Pediatrics and Urgent Care departments.

If you have further questions,  
please contact the **Billing Department**  
at **863-680-7323**.

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To discuss your collection balance, please see one of our Financial Counselors located at any of the following locations:

 **Bella Vista Building** - 1<sup>st</sup> & 3<sup>rd</sup> Floors  
1755 N. Florida Ave.  
Lakeland, FL 33805

 **Cancer & Research Center** - 1<sup>st</sup> Floor  
1730 Lakeland Hills Blvd.  
Lakeland, FL 33805

 **Highlands** - 2<sup>nd</sup> Floor  
2300 E. County Road 540A  
Lakeland Highlands, FL 33813

 **Main - 1 West**  
1600 Lakeland Hills Blvd.  
Lakeland, FL 33805

 **South** - Main Entrance  
1033 N. Parkway Frontage Rd.  
Lakeland, FL 33803

 **Women's Center** - Reception  
1400 Lakeland Hills Blvd.  
Lakeland, FL 33805

If you have further questions,  
please contact the **Billing Department**  
at **863-680-7323**.