

OUR SPECIALTY

Our practice concentrates exclusively on the subspecialty of Gastroenterology and seldom sees general medicine patients. This includes the diagnosis & treatment of the following symptoms & diseases:

Symptoms:

- Difficulty Swallowing
- Heartburn
- Indigestion
- Nausea & Vomiting
- Diarrhea
- Constipation
- Gas (Bloating)
- Rectal Bleeding
- Jaundice
- Abdominal Pain

Diseases:

- Hiatal Hernia
- Peptic Ulcer Disease
- Crohn's and Colitis
- Diverticulosis
- Irritable Bowel Syndrome
- Hemorrhoids
- Gallstones
- Colon Cancer
- Esophagitis
- Hepatitis

Dr. Shafran is trained in the latest technologies of laser therapy, removing colon polyps and treating gastrointestinal bleeding. One of our major concerns is the prevention and early detection of colon polyps and cancer. The following are our most common procedures:

Procedures:

- Colonoscopy
- Gastroscopy
- Polypectomy
- Esophageal Dilation
- Laser Therapy
- Capsule Endoscopy

CENTER FOR CLINICAL STUDIES

We are proud to be on the forefront of medicine. Our participation in Clinical Trials since 1998 has afforded our patients many new, exciting treatment options. This enables our team to tailor patient care with the most current ground-breaking therapies.

Our full-time Study Coordinator Nurse can answer questions regarding possible participation.

OUR TEAM PHILOSOPHY

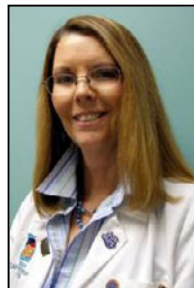
Everyone would like to be seen as soon as possible. To facilitate patient care, we have added the services of compassionate, highly trained associates, who can help diagnose & prescribe tests and medications. Dr. Shafran is available in the afternoons to confer with and performs all Endoscopic Procedures.

PATRICIA M. BURGUNDER, A.R.N.P.

Patty graduated from the University of Central Florida with her BSN in 1990, and the University of Florida with her MSN in 2000. She is Board Certified in Adult Health by the American Nurses Credentialing Center and licensed by the Florida Board of Nursing.



She was inducted as a member of Sigma Theta Tau, International Honor Society of Nursing, graduating with Honors. Patty worked in a variety of specialty environments as an RN, including Cardiac Intensive Care, as a Nurse Practitioner in Family Practice and Gerontology, before joining the Shafran Team. She has always had a special interest in Chronic Disease Management and shares Dr. Shafran's passion in the treatment of IBD. She has co-authored and collaborated with him on multiple research projects & clinical trials. Patty has been a valuable asset to our practice since 2005, demonstrating daily, caring & thoughtfulness with every patient.



PEGGY A. GALVIS, R.N.

Peggy has been a valued team member at Shafran GI since 1990. Previously working in a variety of roles, she has been heading our Clinical Research Department since 2004.

She received her Associate Degree in Nursing from Valencia Community College in 2002 with recognition in the Phi Theta Kappa Honor Society and then obtained her licensure as a Registered Nurse. She went on to work as a Medical-Surgical Nurse, Endoscopy Nurse, and even as a Bone Marrow Transplant Team member. Since she has returned to the Shafran GI Center, Peggy has been the primary Clinical Research Coordinator for over 30 trials. Her caring & kindness along with her dedication & attention-to-detail has proved invaluable both to our patients and the advancement of the treatment of Inflammatory Bowel Diseases.

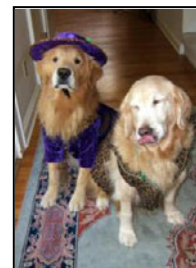
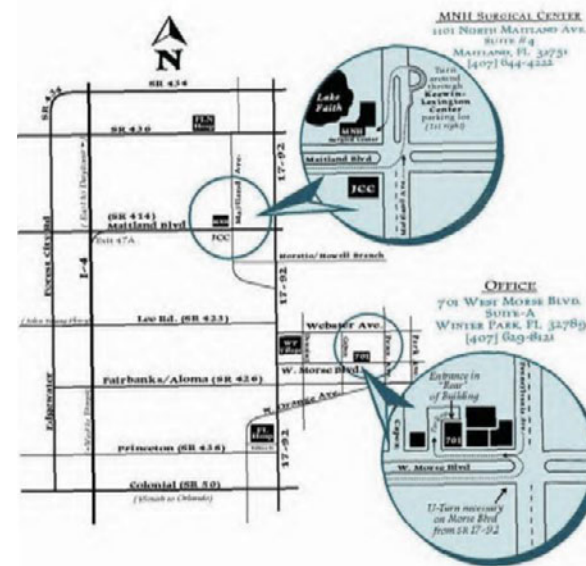
OFFICE LOCATION



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Out-of-state Toll Free:
[877] 4-GI-HEALTH or [877] 444-4325

E-mail: IRA@SHAFRAN.NET
Website: www.shafran.net



Hi, we're Nikki & Rudi,
the office mascots...
Hope to see you there!



WELCOME TO OUR PRACTICE

Thank you for choosing **Ira Shafran, M.D.** and the **Shafran Gastroenterology Center** for your GI care. Our associates & staff take great pride in providing our patients with the highest quality medical care in a warm and friendly way, tailoring treatment to meet each patient's specific needs.

As a Board Certified Gastroenterologist practicing in the Orlando area since '79, Dr. Shafran completed his Internal Medicine & GI training at Ohio State University Medical School in Columbus, Ohio.



Over the past several years, he has been on the forefront of researching a "cause & a cure" for Crohn's disease. He continues to pursue ground-breaking research, producing numerous publications and becoming internationally renowned for his expertise using novel, successful therapies for Inflammatory Bowel Disease.

Dr. Shafran is acknowledged as one of America's "Top" Gastroenterologist in the *Guide to Top Doctors '99*, & in the 2006, '07 & '08 *Guide to Top Physicians*. He is considered among the "Top 70 Doctors" in Central Florida according to his peers & featured in the *Orlando Magazine's* December 2000 & 2001 issues. Frequently, he can be seen on TV for newsworthy GI developments on America's Health Network & PBS *HealthWeek*. He was featured in *Saturday Evening Post's* May-June 2004 article, Reducing the Risk of Crohn's Disease. The *Orlando Sentinel* highlighted his ongoing work with Crohn's & a bacterial etiology in an article on the front page of their Sunday, December 2, 2007 issue, Antibiotics offer hope for Crohn's. Throughout his career, he has been an outspoken patient advocate & supporter of Patient Rights.

OFFICE HOURS

The office is open from 9:30 a.m. to 6:00 p.m., Monday through Thursday. Appointments for consultations & follow-up care visits are available between 10:00 a.m. and 4:30 p.m. **We are Closed on Fridays.** We do procedures Monday, Wednesday and Thursdays in the outpatient facilities at the Florida Surgical Center and the Florida Hospital Endoscopy Suite, both in Altamonte Springs. We respect your schedule and make every effort to see you at the appointed time. If the doctor has an Emergency and is delayed, we will inform you as soon as possible. We also appreciate the earliest notification possible if you are unable to keep your appointment.

APPOINTMENTS

For appointments please call [407] 629-8121. Out-of-state patients may use our toll-free line [877] 4-GI-HEALTH or [877] 444-4325. Please allow 45-60 minutes for your initial consultation. Kindly bring with you any records, laboratory tests and x-rays that might help us in evaluating your problem.

PRESCRIPTIONS & TELEPHONE CALLS

During office hours, our receptionists and medical assistants can help you with routine questions and scheduling. Any call that requires the doctor's attention will be returned as soon as possible.

Calls for prescription refills need to be made during office hours. It is best if you call your pharmacy and have them contact us for your refills. If you do call our office, please have ready the name and dosage of the medication, plus your pharmacy's phone number. We are unable to refill prescriptions at night or on weekends, since your medical records are not readily available to our associate on call. In general, we will not approve refills if it has been more than one year since your last visit.

INSURANCE AND BILLING

We participate in Medicare and will file your Medicare and supplemental claims for you. If you are a member of an Insurance Plan that we participate in, we ask that you bring all necessary referral forms and your required co-payment with you at the time of your visit.

Payment for all other (non- insurance) consultations and office visits is expected at the time service is rendered.

We accept cash, personal checks, VISA, and MasterCard for your convenience. As a courtesy, we will file your insurance for all procedures that are performed. You will be required to pay any co-insurance allowable and deductible amounts on office visits. Our insurance department is available to answer your questions from 1:00 p.m. to 5:30 p.m. by calling [407] 629 -8121.

CONFIDENTIALITY

As a patient, your medical record is strictly confidential. We will not release any information to anyone without your written authorization. As a convenience for our patients, we keep a signed, *undated*, **Medical Release of Records Authorization** on your chart to help us receive records in facilitation of your care. Additionally, a list of people & places we have permission to leave messages with regarding your appointments, instructions or normal test results. In keeping with these new regulations, we have a separate **Notice of Privacy Practices** that you will need to sign, acknowledging your wishes regarding your personal sensitive medical information. **If this is not acceptable to you, and you would prefer other arrangements, please let us know in writing.**

RECORDS

It is required that we receive your medical records prior to your initial visit. They can be faxed to us by your other physicians usually at no cost to you. We do not charge to send your records to other physicians or facilities via fax. However, if you are requiring a copy for yourself, there is a charge per page.

We send the charts to storage if they have not been utilized for about 2-3 years to conserve space. Records for patients that require periodic recheck are usually kept in the office. We send recall notices to these patients, so it is important to keep us updated with address changes. It may take a day to retrieve your records from storage if you have not been in for a while. It is customary to consider someone a "new" patient for billing purposes if you have not been in for 3 years.

We will maintain patient records for 10 years.

COMING FROM OUT-OF-TOWN

As a Center of Excellence, we see many patients from other cities and countries. Fortunately, our practice is in beautiful Central Florida and there are many reasonable places to stay plus countless things to see and do.

If a Small Bowel Capsule Endoscopy is necessary, the patient must arrive about 8-8:30 a.m. and return the same day, at about 5 p.m., to return the equipment and data recorder.

If you have any questions, our staff is readily available to kindly assist you.

EMERGENCIES

In the event of an Emergency, please call – 911.

If you have questions regarding your GI condition, please call [407] 629-8121

The doctor or his representative is available 24 hours a day, 7 days a week for your care. After office hours, leave a message with the answering service and the doctor or his associate on-call will respond.

We have a limited, out-patient, consultative GI practice. We do **not** see general medical problems or routinely admit patients to the hospital. **It is very important that you have a PCP (Primary Care Physician) for your regular healthcare.**

In the event that an admission is required, a Hospitalist or your PCP may need to admit you.

We are active on the staff of **Florida Hospital-Altamonte.**

THANK YOU

A Word of Thanks for choosing us to provide your GI specialty care and thanks to those of you who have recommended us to your family and friends. We will continue striving to provide the most expert care possible in a professional, caring and courteous environment.