

## PRACTICE GUIDELINES FOR PATIENTS

**Phone Calls-** Phone calls are generally answered at the end of the morning and end of the afternoon office hours, depending when they are received. Your call will be answered by my office nurse, who will clarify and communicate your concerns to me. Appropriate recommendations will be made. Office hours are Monday thru Thursday, 8 a.m. to 5 p.m., and Fridays 8 a.m. to 12 noon. Please note we are closed on Friday afternoon.

**Called-In Prescriptions-** I am happy to call in prescriptions as a convenience to you, without charge. Prescription can also be faxed. This is done only at the end of the workday. I will not call in a prescription if I have not seen you in 90 days. I will also not call in prescriptions for a condition I have not treated. You should contact the prescribing physicians for these. Questions about prescriptions will only be answered during normal office hours.

**Cancellations-** Kindly call at least 24 hours in advance of any cancellation or rescheduling of appointments. Failure to do so will result in a \$25.00 charge for the missed appointment. This charge is not covered by insurance.

**Insurance-** I accept most forms of insurance coverage. I have taken every effort to enroll into all insurance plans. However, there are some plans which I am not in-network. My office staff will work with you to stream-line these out-of-network issues. Ultimately it is the patient's responsibility to arrange payment for professional services.

**Co-Payments-** All co-payments are due at the time of the office visit. We do not normally bill for co-payments, and do not offer this service. All insurers require this also. If you are unable to make your co-payment, our staff will happy to schedule your appointment to a more convenient time.

**Surgery-** Surgery is scheduled through our office. I have full privileges at both hospitals in Lufkin (Woodland Heights and CHI Memorial Medical Center and the Surgery Center at Gaslight). If you are scheduled for surgery, my office staff will assist with all pre-certifications and arrangements.

**Emergencies-** Hospital and post-surgical Emergencies have top priority. If you yourself have an urgent issue requiring my notification, I can be reached by dialing 699-3141 during business hours or 634-8311 after hours and weekends. All emergencies (bleeding, reac-tions or breathing obstructions) should dial 911 or go directly to the hospital emergency department.

**Lab Results-** Some lab reports are fast, others take time. We try to let you know how long it will take. I will generally call you or send a copy through the mail when the results are ready. Interpretation of the results is usually discussed with you at your next appointment.

**Records-** You are entitled to a copy of your records. Federal law now requires a written request to obtain release for any part of your medical record. Please allow 30 days for a records release. There is a \$25.00 charge for the first 20 pages and \$0.50 per page thereafter.

**Privacy-** Upon registering in our office, you will complete a privacy statement that tells me with which people I can discuss your care. I am prohibited from discussing your private health issues with any other persons, including your spouse, if they are not listed.

**Disability and FMLA forms for Employers-** Please allow 7 days for completion. There is a charge of \$25.00 to complete each form.