

# TEXAS HEALTH CARE, P.L.L.C.

## OFFICE PROCEDURES

The physicians and staff of Texas Health Care, P.L.L.C. would like to welcome you as a new patient. It is our sincere desire to offer you the best medical care available in a friendly and courteous manner. If at any time you have any questions regarding a part of the services you receive here, please do not hesitate to ask a member of our staff. General information regarding the procedures of Texas Health Care, P.L.L.C. are as follows:

### **OFFICE HOURS**

Telephone: 8:30 a.m. - 5:00 p.m.

Reception: 8:00 a.m. - 5:00 p.m.

Answering Service - All other times, 24 hours per day, 7 days per week.

### **TELEPHONE CALLS**

The telephone operator directs all calls to the appropriate department. If you require an appointment or wish to speak with medical records/billing, etc., please ask for that department when the phone is answered. For all calls to the physicians and/or nurse, please give the telephone operator your name and a telephone number where you may be reached. A physician or nurse will return your call between patient appointments, usually at the lunch break and end of day times.

### **APPOINTMENTS**

All patients require an appointment before being seen. In an urgent/emergency situation, ask to speak with a nurse regarding when a physician may see you. Please give 24 hours notice when canceling an appointment.

### **PRESCRIPTION REFILLS**

For a refill of your medication, please call the pharmacy. They will call us with all pertinent information. Allow 24 hours response time for these requests. No refills will be made after hours or on week-ends.

### **INSURANCE**

The staff will file for your insurance benefits on your behalf. However, all charges are the responsibility of the patient. Any unpaid insurance claims after 60 days will be billed to the patient.

### **WORKERS COMPENSATION**

The staff will coordinate worker's compensation benefits between your employer and insurance carrier on your behalf. However, should the claim be ultimately denied as not an on the job injury, you will be responsible for all outstanding charges.

### **CO-PAYS/DEDUCTIBLES**

All co-payments, deductible amounts and non-covered services for office visits are due at the time service is rendered. If you are scheduled for a surgical procedure, the staff will contact your insurance carrier to determine the approximate amount that will be due from the patient. You will be notified and those amounts will be due prior to the surgery date.

### **SURGICAL ASSISTANT**

The physicians of Texas Health Care, P.L.L.C. utilize the services of a Certified Operating Room Technician on most surgical procedures. A separate charge will be made. These services may or may not be covered by your insurance carrier.

### **REFERRALS**

If your insurance requires a referral from your primary care physician, please call your doctor to obtain that referral each time you are scheduled to be seen. Referrals are the responsibility of the patient and if one is not available at appointment time, rescheduling will be necessary.

### **DISABILITY/FMLA/OTHER INSURANCE FORMS**

The staff will complete forms for disability/FMLA/or other insurance. There will be a fee for each form, each time it is completed. The fee is payable at time of request. No billing will be made. 7-10 working days are required for completion.

### **MINORS**

ALL minors under the age of 18, each time they are seen, must be accompanied by a parent or guardian who is legally allowed to give medical consent.

### **HANDICAP PARKING**

Forms for handicapped parking will be completed at no charge. Please allow 12-14 days.

I have read and understand the procedures of Texas Health Care, P.L.L.C.

\_\_\_\_\_(Patient or Legal Guardian Signature)