

Office Policies

Scheduling Appointments

Please call (936) 441-2012 between 8:00 am to 5:00 pm, Monday through Friday, to schedule an appointment. Our staff will ask about the nature of your visit so the appropriate appointment time may be scheduled. We offer same-day appointments most days.

Registration

Please bring the following to your visit:

- Insurance card(s)
- Valid Picture identification – appointment could be rescheduled/cancelled if NO ID avail.
- Medications you are currently taking (preferably) in original containers.
- Estimated patient portion is expected at the time of service. A **deposit** will be collected at the time of check-in for all Deductibles and Self pay patients. After your visit, any remaining balance will be settled at check-out.
- We may also collect any balance due on account for a previous visit.

Medication Refills

To ensure timely refill of your medications, please follow these steps:

- Let your provider know at EACH visit if there are any medications that need to be refilled.
- If you are not at the clinic, please contact your pharmacy for medication refills. They will fax a request to our clinic with all appropriate information (name of medication, quantity, last fill date, etc.)
- Your provider needs at least **48 -- 72** hours advanced notice to fill your prescription. **Please contact your pharmacy BEFORE you run out.**
- We regret that we cannot refill controlled substances / narcotic medications outside of an office visit. You MUST be seen in order to receive this type of prescription refill.
- We encourage you use your Healow App or Web portal to send us a message requesting medication refills.

Pre-Ops and Hospital Follow-Ups

Pre-ops MUST be scheduled 5-7 days prior to scheduled surgery, as we need sufficient time to obtain results, review and provide clearance to your surgeon. Hospital follow-ups MUST be booked AFTER we have obtained medical records from your hospital or ER visit. Please provide us with hospital name and discharged date, we will request records (a signed release form could be needed from you) and upon receipt will call you back to schedule follow-up.

Referrals / Prior Authorizations

Please contact our office at least 5 business days prior to the specialist appointment to allow sufficient time for review by our providers and processing and approval from your insurance company. It is preferable to wait before scheduling any appointment until the referral has been approved and issued. Last minute requests may be denied, and you may be forced to cancel your specialist appointment.

Please allow 5 business days for Prior Authorization's to be obtained as well.

Appointment (same day) Cancellation/No Show's/Re-Schedule's

Please notify our office within 24 hours if you are unable to keep your scheduled appointment. We understand there are situations out of our control, we do allow 2 same day cancellations, reschedules or "no shows" at no charge; however, there is a \$25 fee due from you at the 3rd one.

Billing

We accept most insurance companies and will courteously bill all claims. We do our best to verify all insurance benefits prior to your visit. This verification will be used to estimate your portion due; however, this verification is not a guarantee of payment by your insurance. If your insurance denies any claim, then the balance becomes patient responsibility. Any balance not paid by your insurance after 90 days of billing them, will become patient's responsibility. We will send out monthly patient statements on account balances. First statement is sent out as courtesy at no charge. However, if a second or final notice should have to be sent then there will be a \$5.00 postage and processing fee added to your balance. Failure to resolve your account balance will result in being sent to an outside collection agency.

Weight Management

Not all insurance companies cover weight management visits. We will file your initial visit to your insurance as a courtesy however, if denied then that visit and all future visits for weight management will be considered self-pay at \$125.00 each visit.

Medical Records

Requests for medical records must be in writing via our HIPPA Authorization Release of Information form. The cost is \$25 for the 1st 20 pages and \$0.50 for each additional page. You also have access to your records via your web Portal at no charge. Please provide our office with your email address to enable your web portal account.

Copies of Lab/Diagnostic reports are often supplied to patients at their requests however, effective immediately --- if we mail a copy to you then there will be a \$1.00 charge added to your account. This information is free and can be obtained via your web portal, given to you at your office visit or picked up in person from our office.

Results

Please allow 5-7 days to receive FINAL reports, review and call you with lab and diagnostic results. If we haven't contacted, you within 8 days please feel free to call our office for status.

Patient acknowledgement of receipt of Office Policies

Patient/Guarantor Signature and Date

Thank you for choosing Conroe Family Doctor for your healthcare needs.