

POLICIES AND PROCEDURES:

CLINIC HOURS:

We are open Monday – Thursday 8:00am to 5:00 pm and Friday 8:00am to 4:00 pm

We are closed for Lunch from 12:00 pm to 1:30 pm.

We are open most Saturdays from 9:00 am to 12:00 pm

APPOINTMENTS:

Appointments can be made during regular business hours. If you are unable to keep your appointment, we ask that you be considerate of other patients who may need to be seen by canceling as soon as possible. If you arrive late for your appointment, we will make every attempt to see you; however, your appointment may have to be rescheduled. Excessive missed appointments may result in a fee.

TELEPHONE CALLS FOR THE PROVIDER OR NURSE:

Our staff accepts all calls from patients when possible, there are times they are in clinic with the provider and cannot answer the phone, the physicians do not return calls enabling them more time to spend with their patients in the office. Call received after 4:00pm will be returned the next business day.

AFTER-HOURS EMERGENCY CALLS:

Our providers share call for emergency calls. Please call our main number 817 310-0421 and the answering service will help you. In a life-threatening situation, go to the nearest EMERGENCY ROOM or call 911. Do not call after hours for prescription refills the prescription will not be refilled.

PRESCRIPTIONS POLICY:

Prescriptions will only be written and refilled Monday thru Friday during business hours. No refills will be called in after hours, weekends, or holidays. Therefore, it is your responsibility to closely monitor your supply of medications. We require at least 48 hours prior to fill your prescription request. Please note, all controlled substance prescriptions (Vyvanse, Adderall, Ritalin, Hydrocodone), must be picked up every 30 days and hand delivered to your pharmacy. Due to DEA rules and regulations, these prescription cannot be called. In addition, you must be seen once every 90 to secure these prescriptions. If you are sick you must be seen by a provider no new prescriptions will be called in.

Prior Authorizations: Prior authorizations will only be done on life sustaining medications.

REFERRALS:

Some managed care plans require a referral before you can see a specialist. If your planned requires this we will obtain authorization from your insurance company, this could take up to 5 business days.

TREATMENT OF A MINOR:

In order for us to treat a minor, we must have a written consent from a parent or legal guardian, including a statement as to the nature of the medical treatment to be given on a specific day. This form can be found on our website under forms.

With the written consent, we will perform the following:

Examination

X-rays

Other Testing

Noninvasive Procedures

MANAGED CARE:

We accept dozens of insurance plans with various deductibles, co-pays, and coverages. We cannot know all the coverage limitations and rules of your plan. It is important that you read and understand the provisions of your insurance.

CO-PAYS:

All co-pay payments are due at check in.
Please bring your insurance card to every visit.

RESPONSIBILITY FOR ENSURING INSURANCE COVERAGE:

You are responsible for ensuring that we are providers on your insurance plan and for knowing what services you have coverage for, including but not limited to office visits, labs, x-ray, procedures physicals and immunizations. You will be responsible for paying for all services not covered by your insurance plan.

MOTOR VEHICLE ACCIDENTS (MVA):

We do not file charges for MVA insurance policies. All charges for services rendered due to a MVA are payable in full at the time of your visit. You will need to submit your charges and seek reimbursement from the MVA insurance company.

THIRD-PARTY INSURANCE:

Third party liability means that someone else's insurance will cover your injury or illness. We do not file charges for payment to this type of insurance. We do not file charges for payment to attorneys or any other third-party payor. You will need to submit your charges and seek reimbursement from the third-party insurance payor.

WORKMAN'S COMPENSATION:

We do not file workman's compensation insurance, therefore we cannot treat you for any work-related injury. Due to State Laws, you could be denied benefits if you claim your condition is not work-related but it actually is.