



OFFICE POLICIES AND PROCEDURES FOR OUR PATIENTS

Welcome To Our Practice!

Thank you for choosing us as your primary care provider. We are committed to provide you with quality Healthcare. As part of our professional relationship, it's important that you have an understanding of our office policies.

OFFICE HOURS

Telephones are answered Monday through Friday, from 8:30 AM to 4:30 PM. Our office staff will always assist you to the best of their abilities during office hours. However, on clinic days, questions or messages will be answered at the end of the day or the following day unless urgent. To help us better assist you, please provide us with all information pertaining to your questions or concerns.

If you have a medical emergency, please call 911 immediately. For all non-urgent issues during afterhours, please call the main office telephone number, and leave a message.

Officer hours listed are with the exceptions of vacations or holiday of disclosures.

APPOINTMENTS

We are committed to providing quality care to our patients. To ensure timely continued care. We encourage our patients to schedule follow-up appointments at the time of checkout. As you will have more appointment times open to choose from. If you miss your scheduled follow up appointment (cancelation on no-show), It's your responsibility to reschedule for a later date.

To ensure quality care the physician does not treat patients they have not seen. (i.e., we will not call in Prescriptions or offer medical advice for patients prior to their initial office visit. Or for whom we do not regularly see). Follow up visits are scheduled after all, testing / Labs have been completed, so that results may be reviewed together and an effective and appropriate plan for your healthcare can be determined. Please note that test results will not be provided over the phone.

While we strive to schedule appointments appropriately, emergencies can and do occur in medicine. And our physician will give our patients the time they require. For this reason, we kindly request your patience and understanding should a delay or rescheduling be necessary on your appointment date.

We accept walking patients subject to availability of physician and an open slot in the schedule.

We encourage patients to bring their current medications to the office to avoid any confusion.



281-256-8685



281-256-8879



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CANCELATIONS

Cancellations must be made at least 24 hours before scheduled appointments to be able to schedule. And serve another patient's needs. Please let us know in a timely manner if you are unable to make your appointment, and we will be happy to reschedule it for you at your convenience. If appointments are not canceled in advance, a no-show fee will be added to your account.

No show fees are assessed as follows:

- \$75 for new patients' appointment.
- \$35 for follow-up appointments.

Please be advised that no-shows charges are the patients' responsibility and will not be billed to your insurance company.

INSURANCE

Some of the medical insurances that we work with include but not limited to. Medicare, Medicaid, Aetna, Cigna, Humana, Blue Cross, Blue Shield, multipoint, United Healthcare, superior health care plan. Amerigroup, community health choice, etc. If you do not see your insurance listed here or not. Do not have insurance, please ask the medical staff for our self-pay options.

Co-payments, co-insurance and/or deductibles are due at the time of service.

It is the responsibility of the patient to ensure that we are a participating provider. For your health insurance plan. If we are not a participating provider for your plan you may still select our office for your medical care, but "Out of network benefits." will apply. In that case. Patient will be responsible for the full cost of their visit on the day of service. And may submit a receipt. For reimbursement to their insurance plan.

As a courtesy to our patients, we are happy to file insurance claims on your behalf. Your health insurance contract is, however, between you and your health insurance company. Knowing your health insurance benefits is your responsibility. Patient with questions about their coverage should contact their health insurance carrier's customer service representatives. Below are some of the common patient's responsibilities related to medical insurance.

- If your health insurance company. Requires you to pick a primary care doctor (PCP), it is patient's responsibility to update our physician as your PCP on your health insurance card.
- Informer Office of any changes in insurance coverage.
- If your health insurance company needs to. Supply certain information directly, comply with their request.



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- Be aware that some or all of the services You receive may be non – covered or not considered necessary by your Health Insurer. You must pay for these services in full.

PAYMENTS

We accept cash, cheques and all major credit cards. It is understood and agreed that in the event of an outstanding balance is not. Paid by your health insurance company, you are personally responsible for the payment of all charges due. It is a policy to make all reasonable attempts to collect outstanding patient balances should they occur. Following these attempts. Accounts imposed standing will be outsourced to a 3rd party for the purposes of collection.

All accounts with a balance due over 60 days will be assessed a monthly service charge of \$35.

MEDICAL RECORDS

Per HIPPA guidelines, copies of medical records must be requested in writing. To assure your privacy, a form for release of medical information must be completed prior to receipt of this material. To cover printing costs, a payment of \$10 is required for up to 20 pages. Additional pages will be charged at \$0.50 per page.

Legally medical offices have up to 30 days to complete request for medical records. However, our staff put forth every effort they respond to these requests within days of receipt.

PRESCRIPTION REFILL AND PHARMACY INFORMATION

We strongly recommend using only one pharmacy for all your prescription needs. Please be sure pharmacists are aware of any possible drug allergies you may have.

If you need a prescription refill, please call your pharmacy and have them fax the request to our office at 281-256 – 8879, Please allow five business days for refill of standard prescription and up to 10 business days for male order prescriptions. Our staff will, however, make every effort to respond to these requests within days of receipt. Changes and / or new prescriptions can only be completed by the physician.

Please note that controlled substances cannot be refilled over the phone. These orders require an official visit and the paper prescription signed by the physician. Early refills will not be provided. Patients will be required to sign a “**Controlled substances prescribing contract**”. Which outlines the condition under which the physician is willing to prescribe controlled substances.



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Patients may also be asked for drug and chemical dependency screening and appropriate psychological evaluations, as needed. If the conditions of the controlled substance contracts are not met, the physician reserves the right to terminate physician- patient relationship.

All after-hours requests for narcotics and control substance will be denied.

FORM/LETTERS

We understand that at times, various forms or letters may be required to assist you with your health care needs. Staff will be happy to complete forms and write medical letters as necessary upon your request. However, because this can be time consuming. Fees for these services may apply. While these charges vary they generally range from \$10 to \$50 per form. Cost will be discussed ahead of time. And prepayment is required. Please allow 10 to 14 business days for completion of requested forms / letters.

REFERRALS

Referrals to other physicians or diagnostic facilities can take up to 72 hours for our office to process. Referrals will not be done after hours. Or on weekends, you are required to notify us at least. 72 hours in advance of an appointment requiring a referral failure to do so may result in your referral being denied by your health insurance company and therefore making you responsible for all charges incurred at the specialist office. Please remember that it is your responsibility to know which test or specialist requires the referral and request those in time.

PRIOR AUTHORIZATIONS

Prior authorizations for non – emergent services such as MRI or CT scan require 72 hours' notice. Once you schedule a CT or MRI scan, you must let our office know so we can attempt prioritization through your insurance company. If you do not give us proper notice, or your insurance company denies the request, and we must resubmit, you will need to reschedule the test.

TELEVISIT/TELEPHONE CONSULTATIONS

Office charges Televisit and telephone Consultations initiated by the patient. Fees are updated in conjunction with the Center for Medicare and Medicaid Services. Free schedule updates. It can be very difficult to recognize and treat illnesses over audiovisual Communication devices, and the best attention, can be given to those who make an appointment and are seen by the physician in person.

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GROUND'S FOR TERMINATION OF PATIENTS-PHYSICIAN RELATIONSHIP

A physician may terminate the relationship with a patient at any time by giving 30 days' notice during which the physician is responsible only for responding to urgent medical matters. The physician will reserve. This action for patients who demonstrate a lack of respect for themselves and the practice by repeatedly missing appointments., are not compliant with medications, test or consultations required for effective medical treatment, failing to pay their bills disregarding the stated policy of the practice or acting in a way that is deceptive, dishonest, or abusive.

PRIVACY POLICY

Please read and understand the patient privacy statement.

E-MAIL POLICY

We have an office mailing address for communicating. Non – urgent questions, request, and messages you May have for the physician or office staff. Please keep in mind that email is not a substitute for personal visit for examination and counseling with your doctor.

Patient need to understand that the confidentiality of email exchange cannot be guaranteed. While the security of E mail is still comparable to other forms of communication there are some special conditions that apply to email.

Thank you for your cooperation in these matters. We strive to serve you better and there are both policies that will enhance our ability to do so.



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