



Patient Information

Thank you for choosing Sugar Land Endocrine & Thyroid. We have outlined our policies below.

Appointments:

- When making your appointment, clearly state the reason for your visit to help us schedule the appropriate amount of time with your physician.
- **The doctor will only be able to see you for the issue scheduled that day** because add-on issues take time away from other patients who are scheduled that day.
- If you are unable to keep your appointment, please notify our office at least 24 hours in advance. **We will charge a \$25 no show fee for appointments cancelled within 24 hours of the appointment.**
- New Patients - Please arrive 20 minutes prior to your appointment time if you have completed the attached paperwork or 30 minutes prior to your appointment if you do not complete paperwork in advance.
- Established Patients - Please arrive 5 minutes prior to your appointment time.
- **If you arrive late for your appointment, you may be asked to reschedule.**

Please bring the following items with you to every appointment:

- Valid photo ID such as driver's license or state-issued ID is required for your identity protection
- Insurance card(s)
- Payment via MasterCard, Visa, American Express, Cash or Personal Check
- Complete list of medications you are currently taking
- Complete list of other physicians you see, their contact information, and why you see them
- Your blood sugar meter and/or pump.

Referrals/ Authorizations:

- Please allow 72 hours for referrals to a specialist or authorizations for certain medical tests or procedures.
- Provide all of the information requested in order to obtain the referral or authorization.

Lab and Test Results:

- Please allow 10 days to receive your routine test results and allow additional time for specialty labs.
- If you have not heard from your physician after 10 days, please call the office.

Phone Messages:

- Your phone messages will be returned within 24 business hours.
- Messages left after 3 p.m. may be returned the next business day.
- When leaving a message leave your name, the patient's name (if different), the patient's date of birth, the reason for your call, and your call-back phone number.
- **If your call is regarding a medical emergency dial 911 immediately.**

Email and Portal Communications:

- Email and patient portal messages are not appropriate for use in an emergency. The turnaround time for routine patient communications is 36 hours. The service provider may delay message delivery for emails. If you do not get a response from us in 36 hours please call the office.
- Should you require urgent or immediate attention, this medium is not appropriate.
- When sending email, please include your name, date of birth, and return telephone number. We also ask that you acknowledge receipt of emails coming from this office.
- Regarding emails, the office will not be responsible for information loss or delay, or breaches in confidentiality that are due to technical factors beyond this office's control. We will only send emails with your consent.

Forms

- We charge a \$25 fee for all forms that need be to filled out including FMLA and disability
- Please allow up to 5-7 business days for us to complete the forms

Medical Records:

- Requests for a copy of your medical record must be made in writing, and accompanied by a completed and signed authorization form. There may be a charge for a copy of your medical record.
- If you need a copy of medical documents to give to another physician, please provide the other physician's name and contact information. Our office will send your documents directly to them.

Refills:

- It is your responsibility to notify the office in a timely manner when refills are necessary. Approval of your refill may take up to three business days so please be courteous and do not wait to call. If you use a mail order pharmacy, please contact us fourteen (14) days before your medication is due to run out.
- Medication refills will only be addressed during regular office hours (8am to 5pm). The on call staff will not return any phone calls regarding refills. Please notify Sugar Land Endocrine & Thyroid on the next business day if you find yourself out of medication after hours. No prescriptions will be refilled on Saturday, Sunday or Holidays.
- Refills can only be authorized on medications prescribed by physicians from our office. We will not refill medications prescribed by other providers.
- Some medications require prior authorization. Depending on your insurance this process may involve several steps by both your pharmacy and your doctor. The providers and pharmacies are familiar with this process and will handle the prior authorization as quickly as possible. Only your pharmacy is notified of the approval status. Neither the pharmacy nor the provider can guaranty that your insurance company will approve the medication. Please check with your pharmacy or your insurance company for updates.
- It is important to keep your scheduled appointments to ensure that you receive timely refills. Repeated no shows or cancellations will result in a denial of refills. All prescriptions require a follow up appointment every 3 to 6 months or as recommended by the physician.
- If you have any questions regarding your medications please discuss these during your appointment. If for any reason you feel your medication needs to be adjusted or changed please contact us immediately.
- New symptoms or events require a clinic appointment. Your provider will not diagnose or treat over the phone.

Financial Policy:

- Payment for all services provided by our practice is expected in full at the time of service. We bill insurance companies that we have a participating agreement to as a courtesy to you. We will only require you to pay the authorized co-payment, deductible or non-covered services at the time of service.
- If we have not received payment from your insurance company within 45 days of the date of service, you may be expected to pay the balance in full. You are responsible to be sure all charges are paid, whether by you or your insurance carrier.
- If you are a member of a health care organization that Sugar Land Endocrine & Thyroid does not have a participating agreement with, we will prepare and submit a claim for you. This means your insurer will send the payment directly to you and the charges for your care are due at the time service was rendered.
- Medicare patients are responsible for their co-payments and any items deemed Medically Unnecessary by Medicare. In the event your health plan determines services to be "not covered" you will be responsible for the complete charge.
- If you are enrolled in a managed care insurance plan (i.e. HMO), you must receive a referral from your primary physician before seeing one of our specialists. Retroactive referrals are not guaranteed.
- If you are unable to remit payment at the time of service, please call our office prior to the appointment to arrange a payment plan.
- Sugar Land Endocrine & Thyroid accepts cash, personal checks directed to Sugar Land Endocrine & Thyroid PLLC; Visa; Master Card; Discover; and American Express.
- Sugar Land Endocrine & Thyroid reserves the right to turn any patient over to collections if it is deemed that the account has been in default of the payment obligations or compliance of this policy. It is understood and agreed that Sugar Land Endocrine & Thyroid shall recover all costs and expenses incurred in the collection of any such delinquent amounts.