

Willowbend Health & Wellness Associates  
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## OFFICE POLICY

Thank you for choosing Willowbend Health & Wellness Associates as your healthcare provider. We will be more than happy to answer any questions or concerns you may have regarding your visit. Listed below are our office policies:

**Office Hours:** Our office hours are Monday-Thursday 8:30 A.M. – 4:30 P.M. and Friday 8:30 A.M. – 12:30 P.M.

**Telephone Calls:** We must screen all calls during office hours while the provider and medical assistant are seeing patients. If you have an emergency, explain to the operator the type of emergency you have and a nurse will either pick up your call immediately or call you back within the next few minutes. The medical staff will triage phone calls as either emergent or non-emergent calls. Non-emergent phone calls will be returned within 24 to 48 hours.

**Well Woman vs. Physical Exam:** A well woman exam is when a healthy patient is seen to screen for various illnesses or diseases and is considered preventive medicine. When a patient comes in to discuss any complaints or suspected illness or disease this visit will be considered a problem exam. We provide services for preventive medicine, as well as problem-focused medicine. Some insurance plans cover all office visits the same no matter what the purpose. Other plans may differentiate coverage between a problem and preventive care. It is always a good idea for you to check with your insurance carrier to verify your specific benefits so there are no unanticipated financial costs at the time of your visit. The insurance company makes the final determination of your eligibility. Payment for services is ultimately your responsibility.

**Appointments:** It is our goal to provide services to you in the most comfortable and timely manner possible. In order to achieve this we must require you to be on time for your appointments. If you need to cancel your appointment, we require a 24 hour notice. If you do not notify the office, a \$25.00 cancellation fee will be assessed and charged to your account. Same day cancellations will be assessed a \$15.00 fee. Minors cannot be seen without prior written authorization by a parent or legal guardian.

Unfortunately, emergencies do occur which may cause delays in our schedule. We will try to keep you informed as these arise. Patients who are more than 15 minutes late may need to be rescheduled. If you miss two appointments without notifying us before the appointment time, we reserve the right to dismiss you from the practice.

**Children:** Children are very special to all of us. However, for their safety and the courtesy of other patients, we must ask that you keep your children with you at ALL times in our office. Children cannot be left in the waiting room without adult supervision. Please supervise your children in the examination room also, to avoid exposure to biohazardous waste. We request that you not bring small children to your new patient appointment as these can sometimes be lengthy appointments.

**Prior Authorization:** If your insurance requires a referral, you are responsible for obtaining it. Failure to do so may result in a lower payment from the insurance company. We will obtain preauthorization/precertification on your behalf for surgery and certain contraceptive devices and/or medications.

**Laboratory Tests:** When you have a pap smear or any type of blood work done we will send the specimen to an outside lab. We use LabCorp. Please notify us prior to your appointment if you have been informed by your insurance company that you must use another laboratory. Remember that since we do send all lab specimens to an outside lab, we do not charge for the actual test. The lab will bill you separately if your insurance does not cover them.

**Referrals:** Occasionally the provider will need to refer you to another specialist. The provider will offer recommendations based on their experience with the specialist. The specialists we recommend may or may not be an in-network provider with your insurance carrier. You will need to contact your insurance carrier to find out if that physician is in-network. If they are not you can (1) choose to see a physician in-network according to your carrier or (2) see the physician we recommend out-of-network.

**Prescription Refills:** Please call your pharmacy with your prescription number in hand to initiate a request for refills from them. These prescription requests will be handled within 48 hours of receipt from your pharmacy during regular office hours. No routine prescriptions, birth control pills or narcotic pain medications will be handled after regular office hours or on the weekends.

**Filing Claims:** Please be sure that we have your current insurance information and inform us of any updates or changes. If we do not have current information this will delay payment and possibly cause you to have unexpected expenses including finance charges. You will be asked to fill out a new information profile each year. The profiles expire one year after being signed. You will also be asked to sign in with updates to your name, address, and current insurance information each time you are seen in our office. Please be prepared to show your insurance card and I.D. at each visit.

**Disability/Insurance Forms:** Disability and Insurance Forms will be completed within 48 hours of receipt. The first form will be completed at no charge to you. Each subsequent request (per disability or insurance carrier) will incur a \$10.00 charge for completion. We request payment for these services in advance.

**Prescription Refills:** Please call your pharmacy with your prescription number in hand to initiate a request for refills from them. These prescription requests will be handled within 48 hours of receipt from your pharmacy during regular office hours. No routine prescriptions, birth control pills or narcotic pain medications will be handled after regular office hours or on the weekends.

**Medical Records:** All requests must be made in writing. One copy of your medical record will be provided free of charge to any healthcare provider of your choice. Any additional copies requested will incur our standard charge. Texas State Board of Medical Examiners (TSBME) allows a minimum of \$25.00 for the first 20 pages and 50¢ for each additional page plus the cost of postage. This standard charge will apply to any copy you request for your personal use.

I have read and understand the Office Policy of Willowbend Health & Wellness Associates.

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Signature

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Date