

### **Scheduling an Appointment:**

All patients are asked to schedule an appointment to receive medical care and for prescriptions. We request that you call in advance to reserve a designated time for you. We realize that your time is valuable, and we make every effort to honor all time commitments. Please call 281-587-1700 to schedule your appointment.

### **Appointment Cancellations:**

In order to be respectful of the medical needs of other patients, please be courteous and call the office at least 4 hours in advance for an office visit, and 24 hours in advance for annual wellness exams and surgical clearances. Appointments not canceled within the required timeframe will be subject to a \$25 fee, which will be collected prior to scheduling your next appointment. Appointments are in high demand, and your early cancellation will give another person the opportunity to have access to timely care. **To Cancel Your Appointment After Hours, Please Call Our Answering Service at 281-453-9354.**

### **No Show Policy:**

A "no-show" is a missed appointment, or an appointment not canceled within the above mentioned timeframe. If you are more than 15 minutes late to a scheduled appointment, that is also considered a "no-show". Failure to arrive at the time of a scheduled appointment without adequate notice will result in a \$25 fee charged to the patient and must be paid prior to your next visit. More than 3 no-shows within a year will result in the patient being put on a walk-in basis.

### **Telephone Calls:**

In order to address all incoming phone calls, we have implemented telephone options from which to choose. Please listen carefully and choose the one which serves your needs. We strive to return voicemails as soon as we can, within 48 hours.

### **Workers Compensation:**

We are not contracted to treat work-related injuries.

### **Charges and Insurance Payments**

IKP Family Medicine serves traditionally insured patients, private pay, and a wide variety of insurance plans, such as HMOs, PPOs, and managed care plans. Copayment and/or deductible amounts are collected at the time of service. Please bring your insurance card to each visit. For our uninsured patients, you will be asked to pay for all medical services upon registration. Your insurance company gives us "general guidelines" for your insurance coverage when we call to verify. This information is not a guarantee that services will be covered. If you have a question on your insurance benefits, please contact your insurance company.

All patients must have a valid photo ID in order to be treated

### **Lab Results**

Lab results can take up to 14 business days. It is possible that you will be asked to schedule an office visit to discuss your results with your doctor, or a nurse practitioner.

### **Prescription**

#### **Refills & Controlled Medications**

Please allow 24-72 hours for refills during normal business hours. If you do not have refills available, an appointment will be necessary. When applicable, a \$25 fee will be charged for prior authorizations on prescriptions. Controlled medications are monitored and tracked by the DEA and the DPS. As such, any refills will require an office visit. If a prescription has expired, been lost, destroyed, or stolen, an office visit is required, and a \$10 re-write fee will be charged.

### **Forms**

There are charges ranging from \$5 and up (depending on the complexity of the form) for FMLA and Physical Forms, Letters and/or Medical Records. Some forms may require an appointment, so your doctor can have you present to answer all of the questions properly. Medical Records Releases must be signed by you or your legally authorized representative.

### **Hospital Patients**

Unfortunately, we no longer make hospital rounds. We have affiliations with hospital groups to manage the inpatient care of our patients.

### **Referrals**

Plan ahead. All patients needing referrals to specialists need to schedule an office visit to have this done. Contrary to what your insurance company may have told you, referrals do take time to process. We require at least 48-72 hours to process your referral request. In addition, please allow 7-10 business days for the referral(s) to be approved by your insurance company. Once the referral is approved you will be notified by our office. Please allow a minimum of two weeks before calling to check the status of referrals. We will not process retroactive or out-of-network referrals.

At IKP Family Medicine, we offer a wide range of services to our patients, including routine preventative, illness (chronic and acute), minor surgeries and procedures, well child care and health maintenance.

### **After Hours/Holidays**

There is a doctor in the group on call 24 hours a day, seven days a week. If you have an urgent non-life threatening problem, please call our answering service at 281-453-9354. If the problem is more serious, proceed to the closest emergency room or call 911.

### **Forms of Payment Accepted**

Cash, Debit/Credit Visa, MasterCard, American Express & Discover cards