

Office Policies

Welcome to Rheumatology Associates of Houston. We are pleased to have you as a patient, and to work with you in order to focus on your health needs and maintain a long term partnership.

New Patients

- As a new patient, the doctors must obtain as much information about you in order to reach an accurate diagnosis. They will request laboratory and x-rays that may be done at the time of your initial appointment; all of these services and more will be available onsite for your convenience.
- You will be scheduled for a return appointment to review test results. This is also an opportunity for you to ask questions and discuss your treatment plans.
- It is your responsibility to provide our office staff with your insurance information.
- Bring any referrals, medical records and any diagnostic test results with you at the time of your visit. If for any reason the information is not in our office before or at the time of your visit, we may have to reschedule your appointment. This will ensure that the physicians have all the reports they need for their consultation as well as reduce your out of pocket expenses.

Office Hours/Appointments

- Regular office hours are from 8:00 to 5:00, Monday through Thursday, 8:00 to 12:00 on Friday. We have the capability to receive messages after business hours, and will return your call on the next business day.
- Patients are seen by appointment only. Please try to call as early as possible to reserve a time. If you cannot keep your scheduled appointment, a reasonable notice must be given to the office to reschedule-at least 24 hours. This gives us the opportunity to use the time for another patient who may be in need of care.
- To give the individual time needed to each patient, we ask that you arrive 30 minutes earlier than your appointment. If you are more than 15 minutes late, you will be asked to reschedule.

Medications

- If you have any questions regarding medication dosage, frequency, side effects or a sudden change in symptoms, please try to call as early as possible in the day. Do not wait until your next office visit. Our nurses will call you back in a timely manner and according to the urgency.

Prescription Refills

- Refills will be handled only during office hours. So that we may serve our patients as promptly and efficiently as possible, we request that all refills be called in by your pharmacy before Friday. This will enable our staff to access your physician for refill approval so that will allow you to have your medications as you need them, and most importantly, by the weekend. The best time to obtain prescription refills is during your scheduled office visit.
- We will not approve any refills after hours or on the weekend. The doctors and their medical assistants need to have access to your medical records to approve the requested refills.
- The best way to get refills in a timely fashion is to have your pharmacy request them by fax or by leaving a message on our prescription line. All refills are handled promptly by our medical staff through out the day. Due to the patient volume we ask that you allow us 24 hours.

Financial Information

- Our office participates with Medicare and many PPO and managed care plans as specialty providers. If your plan requires a referral, you are responsible for obtaining proper referral from your physician. Please have your insurance information readily available when calling for an appointment so that you may be scheduled appropriately.
- As a courtesy to our patients, our office policy is to submit insurance claims to your carrier. However, your insurance policy is a contract between you and your carrier; it is your responsibility to make certain that your services are covered. All payments will be due at the time of service. As soon as insurance pays, you will be responsible for any balance that is due.

Medical Records

- There is a \$25.00 charge for the first 20 pages of your medical records and \$1.00 per page thereafter, unless requested by another physician. Please allow 5 to 7 business days to get your records to you.

We look forward to establishing a long term and healthy relationship with our patients.

I have read and understood the above office policies and have received/read a copy of the HIPAA statement.

Print Name

Signature

Date