

PATIENT CARE POLICY

Welcome to UT Health East Texas Physicians and Thank you for choosing us. Our providers and staff are here to provide quality healthcare and meet your individual needs. Please don't hesitate to let us know if and when you have a special request.

To help you understand more about UT Health East Texas Physicians, please review the following information. Your rights and responsibilities as our patient are very important. We view you as our partner in your healthcare, and we want to make sure you are informed about various procedures within our practice. If you have questions about any of the items listed below, please ask any of our staff members. Thank you!

- 1. Phone Calls:** If you, or a loved one, has an emergency, please call 911 or go directly to the emergency center. In an emergency, time is of the essence and we want you to receive care immediately.
If you have questions about your healthcare, please call your providers office and our staff will notify your provider and/or your nurse. At times you may have to leave a message for the nurse who is often involved with clinic care: and we will return your call within 24 working hours.
- 2. Medication Refills:** As our partner in your healthcare, we ask that you as a patient contact your pharmacy to request routine refills 72 hours in advance of needing the medicine. Simply call your pharmacy and ask them to fax a refill request. We'll take care of the rest. Your pharmacy should be able to process and provide your refill with no problem (Due to narcotics control regulations, pain medications and all controlled substances may only be refilled during regular business hours.
- 3. Appointments:** To lessen delays and waiting time for all our patients, please keep your scheduled appointments. Whenever possible, if you are unable to make your appointment, please call our office and we will be glad to reschedule you. If you're more than 15 minutes late, we will work you into the schedule that day as quickly as we can. However, if your appointment is for a routine physical it may be necessary to reschedule you to another day.
- 4. Referrals:** If your provider refers you to a specialist or orders a diagnostic procedure for you, we will schedule you at the first available appointment. (Please note: some specialist require up to 5 business days to review medical records BEFORE giving an appointment.) We will contact your insurance company to obtain pre-authorization for the visit or procedure if it is required. However, if you are seeing a specialist for an ongoing problem and need a referral and/or pre-authorization, please contact our office 48 hours in advance of your appointment so that we may obtain this for you. Should you fail to notify us that you need a referral and/or pre-authorization in a timely manner, your insurance company might not allow a retro-referral for the service. This will result in you, the patient, paying more out of pocket.
- 5. Emergencies:** If you need to go to the emergency center, the physician in the ER will alert the UT Health East Texas Physician provider on call, as needed, to assist with non-routine issues of an emergency nature. Routine issues such as medication refills (including controlled substances), antibiotic refills, appointment scheduling, etc., will be addressed through our office during normal business hours.

Please sign below to indicate that you understand these guidelines. Again, thank you for choosing UT Health East Texas Physicians for your healthcare needs.

Print Name

DOB

Signature

Date