ATHENA FAMILY MEDICINE

8301 Lakeview Pkwy, Suite 106, Rowlett, TX 75088 · Phone 469-931-2602 · Fax 469-931-2623

Kevin Vo, MD
Board Certified
Family Medicine

OFFICE POLICY

Thank you for choosing Athena Family Medicine as your primary care provider. This policy explains how our office works, so you know what to expect.

Office hours. Our clinic is open Monday through Friday, 8:00 am to 5:00 pm, and closed Saturday and Sunday. We are closed daily from 12:00 to 1:00 pm for lunch. We have one location: 8301 Lakeview Pkwy, Suite 106, Rowlett, TX 75088.

Ages. We see patients age 5 and older.

Appointments. We see patients by appointment and as walk-ins, Monday through Friday, 8:00 am to 5:00 pm (closed 12:00 to 1:00 pm for lunch). Same-day appointments and walk-ins are usually available for urgent or sudden illness, and may require some waiting time.

Emergencies. For a medical emergency, call 911 right away.

Urgent needs or sudden illness. We have a limited number of same-day ("work-in") appointments every day. Please call early in the day, because these spots fill quickly. If no same-day appointment is available, the receptionist will offer another day or transfer you to the medical assistant, who will discuss your needs with the physician and let you know what to do.

Cancellations. Please call at least 24 hours ahead if you cannot keep your appointment. There is a $25 fee for missed appointments, so please let us know if you can't make it. This allows us to offer the time to another patient. See our Cancellation and No-Show Policy.

Wait times. We know your time is valuable. If you have waited more than 15 minutes, please let the front desk know so we can check on the physician's schedule and make sure you were checked in properly.

Treatment of minors. Patients under 18 must be accompanied by a parent or legal guardian, or bring written permission for treatment from a parent or guardian along with a copy of the parent's or guardian's driver's license. The new patient forms for children, including the consent for treatment, can be downloaded from our website.

Narcotics. We do not prescribe narcotic pain medications. Patients who need narcotics will be referred to a pain management specialist.

Mental health. We routinely treat mild depression, anxiety and insomnia. We do **not** treat moderate to severe chronic mental health conditions, and we do **not** treat mental health conditions in children. These patients will be referred to a psychiatrist based on the severity of their condition. Patients taking psychiatric medications must be seen in our office **every three months** for assessment and refills, and a urine drug screen will be required ($45, self-pay).

Weight management. Patients seeking weight management must first have a complete physical exam, including an EKG and blood work. Patients who are candidates for weight loss medication must be seen in our clinic **monthly** for assessment and refills. Our weight loss management program is strictly self-pay. We do not bill insurance for these visits.

Lab work. Lab work and blood draws are done by outside lab facilities, such as Labcorp or Quest Diagnostics, and are billed to your insurance. Self-pay patients may choose the lab of their choice.

Labs ordered by other doctors. We do not routinely draw lab work ordered by other physicians, but we will do so if you are here for an appointment. If another physician wants blood tests but cannot draw them in their office, please ask that physician for a lab order to take to the lab of your choice.

Lab fees. All lab services are billed by the outside lab facility. If you have questions about a lab bill, please contact the lab's billing department first. We do not have access to their billing information.

Physical exams. We believe routine annual physical exams with screening lab tests are very important for maintaining good health. However, insurance benefits vary. Some plans cover "wellness" visits, while others only cover visits for a specific problem. Please learn about your insurance benefits before your appointment so you know what your plan covers.

Test results. If you have diagnostic testing, such as labs, x-rays, an EKG, an ultrasound or a sleep study, your doctor will review the results, typically within 7 to 10 days, and decide whether you need a follow-up appointment. Our clinic will contact

you with your results and let you know if an appointment is needed.

Patient portal. We encourage all patients to register for our online patient portal, where you can view your medical records, including test and lab results. You can find the portal link on our website, www.athenafamilymedicine.com.

Prescriptions and refills.

- The best time to request a refill is during your appointment.
- We do not refill antibiotics. Patients who need more antibiotics must be seen by the physician.
- If you call for a refill, please don't wait until you run out. Most refills need the doctor's approval, so please allow 2 to 3 days.
- Some medications have side effects that must be monitored. We require check-ups every 3 to 6 months for these medications, so please keep your follow-up appointments.
- Please do not call after hours for refills.

Referrals. Referrals can sometimes be completed the same day as your appointment, and sometimes take 7 to 10 days, depending on your insurance and the urgency of your situation. We will contact you as soon as the referral authorization is obtained. It can sometimes take a few weeks to get an appointment with a specialist, depending on the specialist's schedule.

Dismissal from the practice. Being dismissed means you can no longer schedule appointments, get refills, or consider us your doctor. Common reasons for dismissal include: repeatedly missing or rescheduling appointments; not following the physician's instructions about an important health issue; abusive behavior toward staff or other patients; and failure to pay your balance. If you are dismissed, we will send a letter to your last known address. If you have a medical emergency within 30 days of the date of that letter, we will see you. After that, you will need to find another physician. We will forward a copy of your medical record to your new doctor once you tell us who it is and sign a release form.

Self-pay. Self-pay is available for patients without insurance. Payment is due at the time of service. If you cannot pay your balance in full, please make arrangements with our staff in advance.

Insurance. We are contracted with several insurance companies, but it is your responsibility to confirm that our physician is in network with your plan and to know your insurance benefits. We need your complete demographic and insurance information before your appointment, and we will ask you to update it about every six months. Please bring your insurance card and a photo ID to every appointment, along with any other forms that will help us file your claim correctly and on time.

Accepted insurance. We accept most commercial insurance plans, Medicare and certain supplemental plans. We do **not** accept Molina, Medicaid or Amerigroup. Coverage changes often, so please call to confirm before your visit.

Fees and copays. At the time of service, you are responsible for all charges not covered by your insurance, including copays, coinsurance, deductibles and non-covered services. We cannot waive copays, because they are required by your insurance company. We try to calculate your share as accurately as possible, but with so many differences between plans, our estimate may not be exact. You may receive a statement from our office for any remaining balance.

Auto accidents. We do **not** see patients for injuries related to automobile accidents.

Workers' compensation. If you were injured at work, please tell the receptionist right away. We are not authorized to treat workers' compensation injuries. Please contact your supervisor for instructions on filing a workers' compensation claim.

Disability and FMLA. We do **not** perform disability assessments, and we do **not** complete FMLA, long-term disability or short-term disability paperwork.

Home health and nursing facility care. Patients who need home health or nursing facility care must first be seen by our physician for a face-to-face evaluation. A referral to a home health agency can be made at that visit.

Medical equipment (DME). Patients who need durable medical equipment or orthotics must first be seen by our physician for an evaluation, and specific orders will be written at that visit.

Letters of medical necessity. If you need a letter of medical necessity, please discuss the details with the physician so the letter is completed correctly. Allow 7 to 10 business days for the letter, and tell the medical assistant who the letter should be addressed to.

In-office procedures. Our physician does not perform in-office procedures.

Corticosteroid injections. Our physician performs corticosteroid joint injections and trigger point injections for pain. A procedure consent form is required.

Hospital or ER follow-up. Please tell us when scheduling if your appointment is a follow-up after a hospital stay or emergency room visit. Bring all related documents, such as lab results, x-ray and MRI reports, your discharge summary, and the name of the hospital and date you were seen.

Medical records. We will provide a copy of your medical records on request. A signed release form is required before records can be copied. Please allow up to 30 days for your request to be processed.

X-rays and imaging. You can request copies of x-rays and other imaging directly from the imaging center. The imaging center may require you to sign its own release form.

Collections. Accounts not paid within 30 days will begin our in-house collection process. If your balance is 65 days old, your doctor will be notified and you may be dismissed from the practice.

Billing. If you receive a bill from us, please contact your insurance company first. If you have questions about your bill, please call us right away. If you cannot pay your entire balance, please call to set up a payment arrangement.

Thank you for choosing Athena Family Medicine as your primary care provider.

Acknowledgment

I acknowledge that I have received and read the Athena Family Medicine Office Policy, including its financial policies.

Patient name (printed) _____ Date of birth _____

_____ _____

Signature of patient or guardian Date