



General Office Policies and Procedures

Appointment Types. We offer two kinds of appointments: 1) preventive/well care and 2) sick/problem visits. We appreciate your understanding that we cannot accommodate both needs during the same appointment. Significant or multiple medical concerns noted at preventive/well visits may require scheduling the patient to come back at a separate time.

Appointment Times. Please arrive **15 minutes** before your appointment with **PATIENT FORMS COMPLETED**. If unable to complete forms in advance, please arrive 30 minutes prior to your scheduled appointment.

Record Releases. To facilitate care, please provide copies of immunization records and any pertinent medical summary information (medical history, growth charts, laboratory studies, results of important medical consultations, hospital records, etc) *in advance of your appointment whenever possible*. Please use our **Record Release** form to have records sent from other providers as necessary.

Parents of Minors. Both patients and their parents may be invited to the examining room to meet with the physician for new appointments. *However, parents may be asked to return to the waiting room during the medical examination and evaluation.*

Minor Consent. In Texas, minors 17 years or younger may independently consent to evaluation and medical treatment for sexually transmitted infections and pregnancy (but not pregnancy prevention) and to counseling for 1) suicide prevention; 2) chemical addiction or dependency; or 3) sexual, physical, or emotional abuse.

Minor Confidentiality. We encourage patients to involve parents in their lives and in important health decisions. If patients require or request confidentiality, we will honor their wishes to the extent allowed by law.

Adult Patients. By law, we cannot disclose protected health information to parents/guardians of adult patients (ages 18 and above) without specific consent from the patient. Parents/guardians are invited to inform physicians and medical staff of their concerns as appropriate, but please understand our limitations in providing reciprocal information without direct written consent of the patient. We request that all established patients resubmit paperwork, including consent to disclose information to parents, upon turning 18.

Follow-up Appointments. To best accommodate your scheduling preferences, please schedule your recommended follow-up visits at the time of checkout.

Medication Refills. Please allow 2 business days for all medication refill requests. Some prescriptions may require an office visit prior to being refilled.

After-hours Calls. Please limit after-hours phone calls to emergencies only. If you have non-emergent concerns, we will be happy to find time to work you in for an appointment during office hours. Alternatively you can leave a message on the Non-Urgent Medical Questions voicemail or you can email your question using the Secure Patient Portal.

Telephone Calls and Emails. We appreciate your cooperation in providing detailed information to our clinical staff to best facilitate a timely response to your concerns. All non-urgent messages will be returned within the next 2 business days. Please use standard gtw-health.com email only for non-urgent, non-confidential concerns. We encourage you to use our Secure Patient Portal, which will allow confidential and secure electronic communication (please contact our staff for more information on this option).

Parent Consultations. GTW physicians are happy to meet with parents to introduce them to our practice environment and philosophies at no charge. Parent meetings involving exchange of patient information will be charged as an appointment.

Cancelled/Missed Appointments. *No shows and appointments not cancelled 24 business-hours in advance of the scheduled time will be charged a cancellation fee. Guarantor/parent on the account is responsible for payment.*

We look forward to serving your needs as efficiently as possible.



Financial Policies

Insurance. It is the responsibility of the guarantor and/or parent on the account to know his/her insurance plan. If you are unsure what your insurance will cover at any given office visit, please contact your insurance company for benefit and payment information.

- **In-Network Services** We have made prior arrangements with many insurers/health plans to accept assignment of benefits. We will bill these plans and require you to pay the authorized patient portion at the time of service.
- **Out-of-Network Services** If you have insurance coverage with a plan for which we do not have a prior agreement, we will prepare a receipt for **you** to submit to your insurance. This means that your insurer will send the payment directly to you. Consequently, the charges for your care and treatment are due at the time of service.
- **Girls to Women will only file insurance claims to ONE primary insurance company.** We will provide you with a claim you can submit directly to your Secondary Insurance Provider. Your account will reflect the balance after your primary has paid.

Co-pays, deductibles, and outstanding balances are due and payable at the time of service. The guarantor and/or parent on the account is responsible for balances not covered/paid by your insurance plan. Any account that becomes delinquent may be subject to additional charges. For all services rendered to minor patients, the adult accompanying patient will be responsible for payment. For patients not filing insurance or for predetermined non-covered services, full payment is due at the time of service unless other arrangements have been made in advance.

Telephone/Email Fees. There is a charge for telephone/email treatment that avoids an office visit (during or after office hours). These services are typically not covered by insurance plans. Guarantor and/or parent on the account is responsible for payment.

School/Camp forms, disability forms, letters to insurance companies, copies of medical records, etc., Upon request, GTW physicians will complete standard annual physical forms at the time of a scheduled annual physical/wellness exam without additional charge. Thank you for understanding that completing forms or other correspondence outside of scheduled annual visits requires staff and physician time; a fee will be charged for this service.

Cancelled/Missed Appointments. Missed appointments and appointments not cancelled 24 business-hours in advance of the scheduled time will be charged \$60. Guarantor/parent on the account is responsible for payment.

Credit Cards. As a convenience to our patients, we accept VISA, MasterCard, American Express, and Discover.

ADVANCE BENEFICIARY NOTICE regarding COVERED VS. NON-COVERED SERVICES.

Health insurers do not necessarily pay for all of your health care costs. Insurance only pays for covered items and services. Coverage varies by diagnosis, service provided, and terms of benefits arranged by individual or employee sponsors of each plan. The fact that insurance may not pay for a particular service does not mean that you should not receive it, if your doctor recommends that you do receive this service; it is always your choice. The purpose of this notice is to help you make an informed choice about whether or not you want to receive these items or services, knowing that you might have to pay for them yourself. In the event that insurance denies payment for a non-covered diagnosis or a non-covered service, the patient will be responsible for full payment, due upon receipt of a statement from our office. By signing below you agree to take financial responsibility for the cost of the item(s) or service(s), if your health insurance does not include this as a covered item(s) or service(s). We may require a credit card number on file to charge for services deemed not covered by your insurance. Your health insurance may not pay for the item(s) or service(s) described below:

- Missed appointments / no shows
- Medical assessment or advice provided by telephone or email by nurse or physician
- Routine Annual Physicals or other Preventive Health services
- Extended time (physician office visit greater than 1 hr, each additional 30-60 min)
- Completion of documents, letters or forms
- Review of records, coordination of care between specialists
- Parent/Family consultation when patient not present
- Medical nutrition therapy provided by physicians, nurses, or licensed dietitians
- Mental health counseling services provided by physicians, nurses, or licensed therapists
- Immunizations
- Group appointments or classes
- Books, CD/DVDs, educational materials, fitness equipment, medical products