



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 rescheduling 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.

School/Camp forms, disability forms, letters to insurance companies, copies of medical records, etc., are not a free service and will be charged for at the time the forms and/or letters are requested by the patient/parent and/or guarantor on the account.

Courtesy Notice: Annual Physical Examination Forms (for school, camps, and other programs). Upon request, GTW physicians are happy to complete standard UIL (University Interscholastic League) physical forms *at the time of a scheduled annual physical (wellness check-up)* appointment without additional charge. Many schools/camps will accept these forms within 6-12 months of the required completion date. Thank you for understanding that completing forms outside of scheduled annual visits requires staff and physician time; fees will be charged for form completion in accordance with our Financial Policies (\$15 per form).

Follow-up Appointments. To best accommodate your scheduling preferences, please schedule your recommended follow-up visits at the time of checkout, particularly if you prefer late afternoon or early morning appointment times.

Medication Refills. Please allow 48 hours for all refill requests left on our nurse line or which are faxed in from your pharmacy. Understand that some prescriptions require 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. All refill requests will be handled during business hours only.

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 24-business hours. Emails sent to staff or physicians through our gtw-health.com domain are not encrypted and cannot be assured to meet HIPAA confidentiality requirements; please use email only for non-urgent, non-confidential concerns. We encourage you to use our Patient Portal, which will allow confidential and secure electronic communication (please contact our staff for more information on this option).

Telephone/Email Fees. There is a charge for telephone or email treatment that avoids an office visit (during and after office hours). This does not include calls related to a visit in the prior 7 days or which require an office visit in the next 24 business hours. These services are typically not covered by insurance plans. Guarantor and/or parent on the account is responsible for payment.

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 (\$250 for new patients, \$60 for established patients). Guarantor/parent on the account is responsible for payment.*

We look forward to serving your needs as efficiently as possible. Our practice manger, Tracy Miller, would be happy to answer any questions you have about these policies.

By signing here, I agree that I have read and understand these policies and agree to abide by them.

Patient Name (print)

Patient Signature (adult patients only)

____/____/____
Date

Parent/Guardian (print) (if patient is a minor)

Parent/Guardian Signature (if patient is a minor)

____/____/____
Date