



Practice Policies

The physicians and staff at Surgical Consultants of Dallas (SCD) feel that we can better serve your health care needs if you are familiar with the following policies and procedures.

Office Hours

The office is open Monday through Friday from 8 AM to 5 PM. Each of the surgeons has specific clinic times during those hours. The physicians are available on an emergency basis at any time.

Appointments

Appointments may be made by calling 972-566-7860 during our office hours. Appointments may be requested with the physician of your choice. Every effort will be made to provide the earliest possible attention for the convenience of the patient. Due to the unscheduled nature of emergencies imposed upon the physicians, occasional delays do occur. We hope that you understand these delays are unavoidable

Standard referral requests will be evaluated by the staff, and a phone call from our staff to schedule an appointment will typically be made within 5 business days.

If you are unable to keep your appointment, please notify us at least 24 hours in advance. Please note that failure to do so will result in a charge of \$30. The same \$30 charge will also apply if you do not show up or if you cancel your appointment with less than 24 hours advanced notice.

If you arrive more than 20 minutes later for your scheduled appointment, we may have to reschedule. If you arrive more than 30 minutes early, you may have to wait until your scheduled time.

We ask that you turn off your cell phone during your visit.

Emergencies

Call our phone number 972-566-7860 at any time. During office hours, you will be directed to our medical assistants. They will help triage the phone calls. Phone calls made during office hours are typically returned within 1-2 hours. After office hours, you will be connected directly to the on-call surgeon.

New Patient Registration

New patients will receive an email with instructions regarding registration and information regarding any required paperwork. New patients making their first visit to SCD are requested to arrive 15 minutes before their scheduled appointment for the purpose of registration.

Referrals

Many patients are sent to us by referral of their primary care physician (family practitioner, internist, or gynecologist) for specialty care. If you are referred to SCD by a doctor, please make this fact known so that we may share our findings with your personal physician.

Hospitalization



If you require hospitalization, your doctor will plan for your admission. All the surgeons have admitting privileges at Medical City Dallas Hospital. Dr. Sutker also has admitting privileges at Medical City McKinney Hospital. Any business matters regarding the payment of your hospital account are customarily discussed with the Hospital Admitting Office at the time of admission. The hospitals and SCD are separate business organizations, and bills for each will be submitted separately. The SCD bill will include medical care administered by your surgeon during your hospital stay.

Payment for Services

Patients are requested to pay for services at the time rendered. In the event that payment cannot be made, special and specific arrangement can be made by calling or speaking to our Practice Manager. We will be most underrating and willing to accommodate unusual circumstances.

Our requirement for payment of your account and for maintaining your account in good standing are as follows:

1. All co-insurance, co-pays, deductibles, and account balances are due prior to surgery. All charges are due and payable within 10 days of receipt of statement.
2. You are directly responsible for any unpaid balance on your account. You will receive a statement each month even though the insurance is pending. The medical information necessary for insurance claims forms is provided as a courtesy to you. SCD cannot accept responsibility for collecting your claim or negotiating a settlement on a disputed claim since we are not a party to your insurance contract.
3. After 90 days, if no payments have been received and no extended payment arrangements have been made, necessary collection proceedings will begin.
4. It is important that you notify us of any changes of address promptly since undeliverable statements are turned over to collection agencies immediately.

Insurance Claims

If an insurance claim has been filed on your behalf, and no payment or rejection notice has been received within 60 days from the date of filing, we encourage you to:

1. Contact your insurance company as to the reason for delay.
2. Make regular payments on your account to keep in good standing. Any overpayment will be refunded in the event that the insurance pays directly to SCD.

Disability Paperwork

Many patients request that disability paperwork or FMLA paperwork be filled out on their behalf. The fee for such paperwork is \$50 for one form or \$80 for two forms. The average time to fill out paperwork is 10-14 days. Simple work release or medical excuse forms do not incur a charge.

Inquiries

If you have any questions regarding your account or the filing of your insurance, please call the office and ask to speak to the Practice Manager. We will be happy to assist you.

Complaints

It is our sincerest desire that you will have no occasion to register a concern, but if that occasion should arise, please call the manager at 972-566-7860. Your constructive criticism is encouraged at all times to assist us in improving service to all our patients.