



## CLOVER Patient Information

INTERNAL MEDICINE

**Services to expect:** *Clover Internal Medicine Associates* is a clinic that provides Internal Medicine care to patients ages 18 and over. Our vision is: “We help families live happier and healthier lives by focusing on prevention, consistency, and attention to patient needs.” Our philosophy is: “To provide dependable and compassionate care.” Our practice consists of two Board-certified physicians. Visit our website: [cloverinternalmedicine.com](http://cloverinternalmedicine.com) for more information. Our email address is [info@cloverinternalmedicine.com](mailto:info@cloverinternalmedicine.com).

**Each Visit: Bring your ID and insurance card to every visit.** If you are web enabled in the patient portal, you will receive reminder emails 1 day and 3 days before your appointment. Otherwise, it is important that you write down your appointment time and date on your calendar. Please bring a complete list of your medications, even ones over-the-counter, or bring your medications with you, and a glucose log if you are diabetic.

**Televisit:** We offer televisits if covered through your health insurance. Please call to schedule, and you will receive an email with a link to access the video chat or you can access video chat through the Web Portal. Alternatively, if you have a smart phone, Facetime can be used for televisits.

**After Business Hours:** For urgent needs, you may reach your doctor through an answering service at 817-546-9712.

### **Appointment Frequency:**

- Yearly for well exam if you are on any medications.
- Twice a year if you have high blood pressure and high cholesterol or triglycerides.
- Every three to four months if you have diabetes (unless you are going to an endocrinologist who manages your diabetes and prescriptions.)
- Every three months if you are on any controlled drug: benzodiazepines such as Xanax or Valium, ADHD medicine, diet pills, sleeping pills, and pain pills such as Vicodin or hydrocodone.
- Nurse visits cannot be substituted for a doctor visit (ie. Blood pressure check, INR test)

**Lab Results:** You will be able to view your results in the patient portal if drawn with Quest Diagnostics. We receive lab results usually in 7-14 days. We try our best to call each patient regarding their results. We offer in house phlebotomy, and order labs through Quest Diagnostics or LabCorp.

**Medication refills:** We prescribe electronically. When refills are due, it is usually because it is time for your appointment. Please ask for refills during your scheduled appointment instead of calling. Our office policy for medication refills is for patients to **contact their pharmacy first**. They will send a request for the refill electronically via e-prescribe. If directed by the pharmacy to contact our office, we prefer patients to call during regular business hours. **Please allow up to 5 days to process refills.**

**Samples:** They are not meant to provide maintenance medicines for long periods of time. They are used to let the patient try the drug before purchasing it. If you cannot afford your prescription medications, some pharmaceutical companies provide coupons or assistance programs. We can also help find an alternate, less-expensive substitute, if available.

**Referrals:** It is your responsibility to know if your insurance requires a referral to see another physician, obtain MRI, CT, etc. If a referral is required, it can take up to a week to obtain the authorization or to make an appointment.

**Billing procedures:** Always bring a current copy of your insurance card each visit. We work with an external billing company named NPE Consulting. If you have questions about your bill, you will be directed to NPE Consulting. For co-pays and co-insurances, we will accept payments in the form of cash or credit card (Visa, MasterCard, American Express, and Discover). Co-pays, co-insurances, and past-due bills should be paid at the time of service. We take cash paying patients on a case-by-case basis. By signing this form, you are in agreement to pay any remaining balance on your account for services rendered by Clover Internal Medicine Associates at the time of each visit.

**Procedures for resolution of any problems:** If you have an issue with any process of our clinic, please send us a letter describing the problem, and we will handle it in a timely manner. Unprofessional behavior such as threats, cursing or yelling towards our staff is not tolerated and may result in discontinuing our services to you.

**Policy for no-call, no-shows:** *Requires 24 hours notification.* If there are more than 3 occurrences in 12 months, we may have to discontinue our services to you. You will receive a warning for every no-call, no-show or failure of 24 hours notification. After **two no-call, no-shows or failure to provide 24 hours notification**, we may require **\$50 payable** before we can schedule another appointment. If you are 15 minutes or more late, you may be asked to reschedule unless time permits to see you. **IV Infusion, Physicals, and Allergy Testing no-call, no-shows will be a \$75 fee** due before we can schedule another appointment.

**Pain Management/Controlled Medication Agreement:** We have a pain management/controlled medication agreement that you must sign before initiating treatment. You may be asked to do a random urine drug screen at any time during treatment for any controlled medication.

**Hospitalization:** If you are hospitalized at Harris Downtown FW or Plaza Medical Center, notify the ER staff that your physician is Dr. Elaine Phuah or Dr. Leon Tio, so the ER can notify us of your admission.

**Additional charges:**

- **\$25 per page** provider has to complete is due before we can complete extra paperwork such as FMLA forms, short and long-term disability forms.
- Simple one-page letters are **\$30.00**
- Urine drug tests are **\$100.00** if cash paying

**Assignment-of-benefits Statement:**

I hereby assign the benefits from any insurance or third party to Clover Internal Medicine Associates for medical services provided to me. I understand that Clover Internal Medicine Associates has the right to decline or accept assignment of such benefits. If these benefits are not assigned to Clover Internal Medicine Associates, I agree to forward to the practice, upon receipt, any insurance or third-party payments I receive for services rendered to me.

Name \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

Update for 2021 Year