



Welcome to Abilene Family Medical Associates

We look forward to providing you with the best in quality care and services. Our goal is to provide you with information and assistance that will make your visit to our facility as pleasant as possible. To effectively serve you, we request that you read the following office policies. This notification is to make you aware of what is expected from you financially and to allow you the opportunity to better understand our office procedures. Please direct any questions you have to our front office staff. If you have any problems or complaints, please contact our Practice Administrator at (325) 695-6370, extension 113.

Our practice specialty is Family Medicine. We treat patients from Ages 5 years old and up. Our physicians are currently on staff at both Abilene Regional Medical Center and Hendrick Medical Center. If your insurance carrier requires you to use a specific hospital, it is your responsibility to notify the Physician prior to your admission.

We provide 24-hour call coverage. If you need to speak to a physician after hours or on weekends, please call our answering service at 325.671.5240.

Appointments

Because completing and/or updating your information and paperwork is an important part of your appointment, we ask all new patients to arrive 30 minutes before, and established patients to arrive 10-15 minutes before your scheduled appointment time.

We see patients in order of the scheduled appointment time. If you are more than 15 minutes late for a scheduled appointment, we may request you to reschedule your appointment for the convenience of those patients that arrive on time. Walk ins are welcome, however there may be a significant wait as you will be seen after all scheduled patients have been seen, and there may be an additional charge.

If you will be unable to attend a scheduled appointment, please call at least 24-hours prior to your scheduled appointment time or there will be a fee assessed of \$50. Please understand that repeatedly canceling or not showing up for a scheduled appointment interferes with the physician's ability to provide you the highest possible care. In addition, lack of notice prevents us from offering the appointment time to another patient. These occurrences may result in termination of the physician-patient relationship.

New patients that do not show up for a scheduled appointment will not be rescheduled. New patients who call at least 24-hours prior to their scheduled appointment will be rescheduled upon request.

If the Physician-Patient relationship is terminated then you or your authorized representative may request a copy of your medical record maintained by us. A reasonable copy fee will be charged.

We will not treat work related injuries and your health insurance will not pay for work related injuries. If you fail to notify us prior to treatment and your health insurance is billed improperly, your health insurance will deny the claim or recoup monies paid and you will be responsible for



100% of billed charges. If you have a work-related injury, you need to call the Texas Workers Compensation Department at (325) 695-4992, and ask which physicians in the area you are able to see.

Some of our physicians will treat Third Party Liability injuries. (For example: Motor Vehicle Accidents). However, all charges incurred are the responsibility of the patient or legal guardian, regardless of claim status or pending lawsuits. You will need to call and see if your physician will see you for a Third-Party Liability claim.

Voice Mail

For your convenience we have a voice mail system to allow you to leave messages for your physician's nurse. However, in order for this system to function properly, you must leave your name, the patient's name (if different from your name), the patient's date of birth, a brief description of the problem, and a daytime or cell phone number to call you back. Without this information, the processing of your request may be delayed or not processed at all.

Prescriptions

Prescriptions will not be filled after hours or on weekends – NO EXCEPTIONS.

If you need a prescription refilled, please contact your pharmacy and ask them to fax the request to us during normal business hours. **Please allow 24 hours for a refill request to be processed.**

If the prescription is a controlled substance, **please allow up to 48 hours for the refill request to be processed.** You must bring identification to pick up all controlled substance prescriptions and there may be a \$5 fee assessed for certain medications such as Adderall and similar medications, and hydrocodone, when the prescription is filled between visits.

You need to watch your medication so that you have at least 2-3 days worth of medication when you call or fax a refill request. Prescription refill requests received after 4:30 PM will be processed the next business day.

Mail Order Prescriptions

We do not fax prescriptions to mail order pharmacies. If you need a prescription for a mail order pharmacy, you will need to call during regular business hours and leave a voice mail for your physician's nurse. The voice mail should include the patient's name, patient's date of birth, name and dosage of the prescription requested, and your daytime or cell-phone number or your request may be delayed. Please allow 24 to 48 hours for these requests to be processed. After this time frame, please come by the office to pick up the prescription.

Sample Medications

Patients seeing a physician for a scheduled appointment are given preference for sample medications. If you call and request sample medications, please allow 24 hours for that request to be processed and come by the office to see if the samples are ready. **PLEASE REMEMBER WE DO NOT GUARANTEE THAT A PATIENTS REQUEST FOR SAMPLES WILL BE FILLED.**



Insurance

We are contracted with many insurance carriers including First Care, BCBS, HealthSmart Preferred Care, United Healthcare, PHCS, Aetna, Cigna, Tricare, Tricare PRIME, and Humana. However, it is your responsibility to ensure your physician is a preferred provider with your insurance plan before making your appointment.

We do not accept new patients with Medicare, Medicare Advantage Plans, CHIPS, or Medicaid.

Dr. Duke does accept new Medicare and Medicare Advantage patients.

It is your responsibility to notify our office of precertification or preauthorization requirements by your insurance company prior to any referrals processing, scheduling of outpatient testing, or inpatient admissions.

Referrals

Your Physician may, from time to time, refer you to another physician for additional services. We will assist you to the best of our ability with this referral process. Please remember it is the patient's responsibility to ensure we are aware of any referral or prior authorization requirements of your insurance company.

We do our best to ensure all referrals are processed within 5-7 business days. However, due to the referral requirements of some specialist's offices and prior authorization requirements of some insurance companies, please allow 7-14 business days for referrals to be processed. If after this time you have not heard from our office or the specialist's office, please call us at 695-6370, option 4 for questions.

Miscellaneous

We expect our employees to treat each patient with respect and courtesy. Likewise, we expect our patients to treat our employees with respect and courtesy. Use of abusive or foul language (written, spoken, or on clothing) will not be tolerated and may result in termination of the physician-patient relationship.

If the Physician-Patient relationship is terminated then you or your authorized representative may request a copy of your medical record maintained by us. A reasonable copy fee will be charged.

Medical Records

If you have any questions or need assistance with regard to transfer of your medical records for any reason, please contact us at (325) 695-6370, Ext 114.

All medical records requests are processed Monday - Friday by Photo-Stat. You may fax your requests to 214-596-9411 or email to scanrelease@photostat.org. If you need to submit a new request, you may obtain a HIPAA compliant release by visiting www.photostat.org. Click **Request your medical records**, where you may fill out electronically or print the clinic authorization. All requests for medical records must be completed in its entirety, signed and dated.



If you are checking status of records previously requested, please visit their website www.photostat.org. Click **Status Check**, complete the questions asked and Photo-Stat will reply by the end of the business day.

If you are requesting records for yourself, a fee of 33.80 will be required and you will receive a text notification on how to make a payment.