

DELTA MEDICAL CLINIC

Dr. Kofo Ekadi

Office Policies and Procedures

This document describes the following office policies and procedures:

- Office Hours
- Before Your Visit
- Emergency Care
- Specific Non-Emergency Questions Regarding Your Care
- Test Results
- Medical Records
- Hospitals
- Prescription Renewals
- Fees, Payments, and Insurance
- Appointments
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Office Hours

	Mon-Tue	Wed-Thu	Fri
Burleson Clinic	7:30 AM – 6PM	8AM – 6PM	9AM – 12PM

Before Your Visit

Before your appointment, please fill out the history and physical form completely and accurately if you are a new patient. If at all possible, mail the completed form to the office before your appointment. The information on the form will help us to serve you better and in a timely manner. Established patients should make any changes necessary on their medication/problem list prior to their next visit.

Emergency Care

If you need care after office hours or if an emergency arises during office hours, **PLEASE GO DIRECTLY TO THE NEAREST EMERGENCY ROOM OR DIAL 911**. The emergency room physician on duty will evaluate your problem, perform the procedures necessary to stabilize your condition and then contact the office. Occasionally, another Physician will be covering the practice, and he or she will be contacted to provide continuing care until Dr. Ekadi is available.

Specific Non-Emergency Questions Regarding Your Care

Routine questions regarding your care should be discussed with us at your next scheduled office appointment. If you feel that a more immediate answer is required, please call the office during normal working hours. Due to the large number of such calls each day, we ask that you explain your problem briefly to the receptionist or medical assistant. Your call will be returned and/or instructions relayed to you as soon as time allows.

Test Results

Test results will be communicated to you in a manner that you have authorized or the physician deems appropriate.

Medical Records

The accuracy of your medical record is essential to provide quality medical care. Prior to your first appointment you will be asked to complete a medical history questionnaire. The questionnaire will be mailed to you along with other relevant information about Delta Medical Clinic.

Please remember that accuracy and completeness is of utmost importance. Any changes in your health status, medications or allergies should be brought to our attention and appropriate changes will be made in your personal medical record.

We occasionally receive requests for copies of patients' medical records. Since your medical record is a confidential document, no information will be released without your authorization. All copies are made either by an outside "copy service" or by the office staff once per week. Therefore, requests for copies of medical records should be made well in advance of your anticipated need. There will be an appropriate charge for copying records.

Hospitals

Dr. Ekadi currently has privileges in Huguley Memorial Medical Center, Harris Methodist Fort Worth (downtown), Harris Methodist (Southwest), Plaza Medical Center and Baylor Allsaints Hospital. You will be attended to by Dr. Ekadi or her designated admitting physician(s) in each of above listed facilities. Should in-patient hospitalization be necessary you will be admitted to the hospital of your choice whenever possible.

Prescription Renewals

Prescriptions may be refilled in one of several ways:

- By phoning the office between 9:00 AM and 3:00 PM daily
- By requesting that your pharmacy call the office
- Through our website at www.delta-medical.com

Refill requests should be made **at least two business days (48 hours)** before your current supply of medication runs out. Prescriptions will not be renewed for any patient who missed or cancelled their previous appointment (keeping office appointments is a condition for prescription renewal).

For the protection of patients, no prescriptions are renewal/refilled outside business hours (this means there will be no medication refills during after hours, weekends and public holidays). **Please go to the nearest Emergency Room if you need a prescription refilled emergently after business hours.**

Fees, Payments, and Insurance

We believe that our fees are reasonable and comparable to other Internists or Physicians of same specialty. We request that fees be paid at the time of service in order to reduce office costs and

thereby office charges. Should larger fees, such as those for hospital care, impose a burden on your financial resources, the office manager will assist you in arranging an individual payment plan.

We do expect full payment on all accounts within 45 days unless other arrangements have been approved.

We participate in Medicare, and are also a member of various insurance plans and several PPOs and HMOs. You may call your insurance plan or the office to see if we participate in your plan.

Please remember that the agreement you have with your insurance company does not affect your responsibility for payment and all fees are ultimately due from you. Even PPOs and HMOs require a co-payment, deduction, or sometimes a balance for non-covered services. Please be prepared to pay your co-payment at the time of service.

We will be happy to bill your insurance company as a courtesy to you. Our computer system can handle only two companies, so if you have three or more insurances we will give you an itemized bill that you can send to the others. In order to expedite payment, it is essential that you supply current and proper insurance information to the staff.

Appointments

Patients are seen by appointment only. Please call at least one to two weeks in advance for routine office visits or physicals. Should you need to be seen on short notice, please try to call as early in the day as possible. In severe illnesses, we will make every effort to work you into the appointment schedule. Delta Medical Clinic firmly believes in the value of your time, and therefore all efforts will be made to honor your appointment time. However, due to unforeseen emergencies or hospital priorities, delays may still occur. When these problems arise, we request your indulgence. If timing is critical to your schedule on a particular day, notify the front office and you will be rescheduled at your convenience.

Lateness/Cancellations

We ask, as a courtesy to other patients, that you are on time for your appointments. If you are 15 minutes or more late for your appointment, you have the option of being placed in the next available time slot for that day or to reschedule for another day altogether. We at Delta Medical Clinic respect your time and will do our best to attend to you as soon as possible.

If for any reason you are unable to make an appointment, we request that you call to reschedule as soon as possible; preferably 48 hours in advance. Patients who miss three appointments in a row will be dismissed from the practice.

Thank you for choosing Delta Medical Clinic to be a participant in the provision of your healthcare needs. Please let us know if there is any way at all that we can serve you better.