

## OFFICE PROTOCOL

We would like to welcome you to our office. The information below outlines how our practice operates. If you have any questions about these policies, please do not hesitate to ask.

### AUTOMATED PHONE SYSTEM

Our office uses an automated phone system to help direct telephone traffic. Please note prompts as you listen to the phone system. Phones are open at 8:00am and turned over to the answering service at 5:00pm, Monday through Friday.

A few notes about our phone system:

1. Do not leave a message on the nurse line with symptoms and/or if you need an appointment.
2. Phone messages are prioritized according to urgency.
3. All calls left on the nurse line will be returned within a 24 hour time period during business hours. If you call the nurse line after 3pm, your call will be returned the next business day.
4. Phone calls to the Prescription refill line and the Referral line will be processed within 3-5 business days.
5. If your regular provider is busy or out of the office and you are sick or need an urgent appointment, you may be scheduled with a different provider in the office.

**Office Hours:** Monday thru Friday, 8:00am to 5:00pm

**Office Information:** Phone 972-566-8899, Fax 972-566-5775; website [www.imedtexas.com](http://www.imedtexas.com)

**After Hours:** Calls will be answered within a timely manner by the on-call provider. Please note that antibiotics and routine prescription refills will not be called in after hours. There will be a \$25.00 charge for all non-urgent phone calls that could be handled during regular business hours. For a true medical emergency, please call 911.

**Test Results:** One of our office staff will contact you regarding test results usually no later than 7-10 business days after we receive the results. For any URGENT results, we will attempt to contact you sooner. All results will be posted to the patient portal once a nurse has called you to discuss.

**Medication Refills:** If you need a prescription refill, you must contact your pharmacy first. Phone calls to the prescription refill line will be processed within 3-5 business days. There may be a delay in refilling your medications if you do not keep your regularly scheduled appointments.

**(Please keep this page for your records)**

**Insurance Referrals:** Please be advised insurance referrals may take 3-5 business days. Same day/Urgent insurance referrals may incur a \$25.00 processing fee.

**Forms:** Various forms and letters are often lengthy and time consuming to process. Please allow 3-5 business days for forms or letters to be completed by our office. There may be a \$25.00 charge for letters or forms needing special attention and processing. Examples are, but not limited to: FMLA, Disability, Wellness form, etc.

**Medical Records:** For copies of full medical records chart we use a medical records company, Photo-Stat. Please allow 5-7 business days for processing.

**Appointment/No Show Policy:** Failure to cancel your appointment within a 24 hour timeframe will result in a \$50.00 fee for No Show or Same Day cancellations. For special procedures and testing the fee is \$100.00

**Payment:** Co-pays, deductibles and balances are due at the time of services, unless other arrangement have been made prior to your visit. We accept all major credit cards, cash and checks. Refusal to make payments or delinquent accounts may result in the cancellation of future appointments, unless it is an emergency situation; this may even result in the account being turned over to collections.

**Parking:** Garage parking is available located across from our building and Valet parking is also available too. We do not validate parking.

**Internal Medicine Associates of Texas, 7777 Forest Lane Suite C-650, Dallas, TX 75230  
Phone: 972-566-8899, Fax 972-566-5775**

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