



FREQUENTLY ASKED QUESTIONS

Thank you for choosing Dallas Center for Pelvic Medicine for your medical care. Our mission is to provide excellence in your medical care and personal service. We honor the doctor-patient relationship and encourage you to take an active role in your health. We appreciate your commitment to adhere to this Office/Financial Policy Agreement. By understanding our policy, we can provide you with the best service.

1. What are your office hours?

- a. Monday -Thursday 8:00-5:00
- b. Friday 9:00 -4:00

2. How do I know if your office closed for inclement weather?

- a. DCPM follows the Dallas Independent Scholl District for inclement weather closings.
- b. If DISD closes, DCPM will be closed for that day(s).
- c. We will call and reschedule your appointment as soon as DCPM reopens.
- d. If you are having a true medical emergency, call 911 or go to the nearest emergency facility.

3. When should I arrive for my appointment?

- a. New Patients: 30 minutes prior to your appointment with completed forms.
- b. New Patients: 45 minutes prior to your appointment if forms are uncompleted
- c. Forms are on our website: www.pelvicmed.net
- d. Established Patients: 15 minutes prior to your appointment
- e. If you are 30 minutes late, you will be asked to reschedule your appointment

4. What should I bring to my appointment?

- a. Driver's license or other government issued photo ID
- b. Current Insurance card(s) Primary and Secondary
- c. List of current medications, including dosage and directions to each appointment.
- d. Name and phone number of your pharmacy
- e. Test results and/or office notes from your referring physician
- f. New patient registration forms
- g. Any required referrals for HMO / POS policies
- h. Copay/Coinsurance/Deductible payment
 - i. Payment is required at time of service unless prior arrangements have been made.
 - ii. We accept cash, check or credit card (Visa or MasterCard).
 - iii. If you are not able to pay your contracted payment at the time of your appointment, your appointment will be rescheduled to a more convenient time for you.
 - iii. There is a \$35.00 charge on all returned checks.

5. What is your cancellation policy?

- a. As a patient in our clinic, it is your responsibility to keep scheduled appointments.
- b. As a courtesy, DCPM tries to call you with a reminder of your appointment, however, this courtesy reminder call is not guaranteed in case we cannot reach you.
- c. SoftTalk will also call, text, and send an email to remind you of your appointment.
- d. DCPM requires all appointment cancellations be received by 3:00 on the prior business day so that we may provide that appointment time and services to other patients.

No Show /Failed Appointment fees

- i. New Patients \$50.00
 - ii. Established Patients \$25.00
- e. Repeated late cancellations and no show appointments will be grounds for dismissing a patient from our practice.

6. What if I have an urgent medical problem?

- a. If it is a true medical emergency, dial 911 or go to the nearest emergency facility and ask them to contact our office (214) 360-1535 opt 7
- b. If you develop an urgent medical condition call as soon as possible to be worked into the schedule.
- c. If your regular physician is not available, you may be seen by one the other physicians, or by the nurse practitioner.

7. What if I need help after hours?

- a. If you are having a true medical emergency, call 911 or go to the nearest emergency facility.
- b. An after-hours physician is always on call and available to handle urgent patient problems.
- c. If you require urgent medical attention after hours, call (214) 360-1535 and select the option for the on-call physician. Leave your name, telephone number, date of birth, and the reason for your call. The on-call physician will be notified and call you back.
- d. Non-emergency calls such as appointments, medication refills, and tests results will not be addressed by the after hours' on-call physician. Use the general mailbox option for non-urgent issues and your call will be returned the following business day Monday – Friday.
- e. Requests for prescription refills **will not be accepted** outside of regular business hours Mondays-Fridays.

8. How do I refill my medication?

- a. Refills for medication, including those medications that have no remaining refills or for additional refills, should be **called directly to your pharmacy**. Your pharmacy will contact us for refill authorization, if necessary. **Please allow 48-hours to process your refill request.**
- b. In order to provide the highest clinical service to you, we will review your medical record to determine if a follow-up visit or medication adjustment is needed before refilling the prescription at the pharmacy of your choice. If you are overdue for a follow-up visit for necessary monitoring the safety or effectiveness of a medication, you will be contacted to schedule a follow-up appointment.
- c. If you have not been seen in the last year, your prescription will not be refilled until you have been seen by your provider
- d. Please check with your pharmacy first to see if your prescription has been called or faxed in before calling our office.
- e. If you are on daily medication, your prescription will last until your next scheduled visit. The critical importance of follow-up visits is to insure the medication is working properly and not causing unwanted side effects. Follow-up intervals vary from monthly to annually. You must plan in advance for your follow-up visit so you will not run out of medication.

9. How do I refill my controlled substance medication (triplicate prescription)?

- a. All controlled medications are prescribed for a maximum of 30 days.
- b. All patients receiving controlled medications must be re-evaluated every 30 days. NO EXCEPTIONS
- c. If controlled substances are prescribed by DCPM, the patient will not seek controlled substances from any other provider.
- d. Prescriptions will be filled at one pharmacy / pharmacy chain.
- e. Controlled substances prescriptions will not be filled by phone (no after hours, weekends, or holiday refills).
- f. Controlled substances will be taken only as prescribed. Abuse / overuse will not be tolerated.
- g. Controlled substances are not to be shared or sold.
- h. Random drug screens (at patients expense) may be requested
- i. Lost prescriptions will not be rewritten / refilled.
- j. Misrepresenting a condition or situation in order to obtain controlled substances is illegal. If it is felt that a patient is not being honest, DCPM will refuse to prescribe controlled substances. Additionally, Jaw enforcement agencies may be notified.
- k. Violation of, or refusal to comply with any of these guidelines may result in controlled substances no longer being prescribed and / or dismissal from the practice.

10. How do I request my medical records?

- a. In accordance with Texas Law, Dallas Center for Pelvic Medicine requires written authorization for release of medical records. If you are in need of a copy of your medical records or if you request a copy of your medical records to be sent to another physician, we will be happy to prepare them for you. Please allow 15 business days for records requests to be processed. A fee may be assessed for personal copies with payment required before records will be released. (214) 360 1535 opt 7

11. How will I know my test results?

- a. The results of laboratory and radiology tests are very important for continued evaluation and management of your care.
- b. Some types of tests are performed in our office. Other tests are performed at an outside facility or laboratory
- c. Samples are drawn and sent to other laboratories, as determined by your health insurance, for processing and results. It may take several days to get these test results back to our office. You will receive a separate invoice from the laboratory or facility.
- d. When calling our office for test results, please contact your physician's medical team (refer to phone tree) who will let you know if the results are available. If they are unavailable at the time of your call, we will notify you when they are available. (refer to Phone Tree for medical team extensions)
- e. Most test results require a scheduled appointment to discuss the results and plan how your care will continue.
- f. The appointment requires payment according to your insurance coverage
- g. Drop-off urinalysis testing requires clinical analysis by the medical team and the physician and is considered an office visit. Payment will be required according to your insurance contract.
- h.

12. Will my physician fill out required medical forms?

- a. Our physicians and office staff receive frequent requests to write, complete, and/or send various letters, forms, and other paperwork for our patients. We are happy to provide these services.
- b. There is a minimum charge of \$25.00 for completing a form or letter that requires medical review.
- c. The fee is higher for longer letters and forms that require a summary of your medical history.
- d. Please allow 7 – 10 business days for completion of forms/letters.

13. Talking to your Doctor!

- a. You may not remember everything you want to ask your doctor.
- b. You may find it helpful to write down questions prior to your appointment.
- c. When you do receive the answers, you may want to write the answers down.
- d. This process helps you be better equipped to answer questions your family may ask.
- e. Keep track of how you are feeling and any changes you notice so you can inform your doctor.

14. DCPM Phone Tree

- a. Telephone Calls
 - Our telephone is answered 24-hours a day. Calls are initially answered by an auto attendant.
 - Please see the Phone Tree below for navigation options. These options will lead you to the department which can handle your call most efficiently.

b. Phone Tree / Auto Attendant

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| Option 7 | To schedule /reschedule appointments or Medical Records Request |
| Option 105 | Triage: If you have an urgent medical condition requiring immediate attention |
| Option 8 | Insurance questions, account balances, billing questions, or authorizations |
| Option 0 | Fax Number, Address, and Office Hours |
| Option # | Practice Manager |

c. Medical Teams

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| Option 2 | Dr. Feagins' Medical Team |
| Option 3 | Dr. Isom-Batz's Medical Team |
| Option 4 | Dr. French's Medical Team |
| Option 5 | Nurse Practitioner Lisa Zambrano, RN, ANP-C |

Practice Policies

1. WE DO NOT ACCEPT PAYMENT UPON SETTLEMENT FROM AN ATTORNEY FOR EITHER WORKER'S COMPENSATION OR A MOTOR VEHICLE ACCIDENT. You are expected to be self-pay (cash, check or credit card) at the time of services by our office and to submit the bills directly to your attorney for payment to you.
2. Office Closings DCPM follows the Dallas Independent School District for inclement weather closings. If DISD closes DCPM will also be closed for that day(s). We will call and reschedule your appointment. If you are having a true medical emergency, call 911.

TEST RESULTS: Appointments are required for a face to face discussion of test results.

Prescription Refills:

Please call your pharmacy and the pharmacy will contact our office.

Request for refills after hours or over the weekend will not be filled by the on-call physician.

Allow 48 hours for prescription refills.

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Prescription Prior- authorizations. We will honor prior authorization requests from the patient, but the patient is responsible for contacting their insurance company to have them forward the prior authorization form to our office.

A \$25 fee may be assessed for time to complete the prior authorization form.

Any request for a *forced change* in your medication by your insurance company will require an office visit. The patient will need to ask their insurance plan what "alternative medications" are covered and provide a list to their Physician.