

Patient Guide to HealthWise Clinic Office Policies

Proof of Insurance

- All patients will need to show proof of insurance at every visit.
- Please call before your appointment if your insurance changes so that the verification of your new insurance will not delay your visit.

Late Policy

- Please call in advance if you are running late so that we may attempt to reorganize the schedule to try to keep your appointment.
- Patients arriving more than 15 minutes late will be rescheduled.

Cancellations, Rescheduling and No Show Appointments

- If you need to cancel or reschedule your appointment you will need to notify our office at least 2 hours in advance of your appointment.
- Failure to do so will result in a \$25 fee for the first no show, \$50 for the second and \$100 for subsequent missed appointments. This fee is considered non-covered by your insurance and the patient will be responsible for this charge.
- After the first \$100 charge no following appointments will be made and patient will be terminated from the practice for a year.

Prescription Procedures

- For Refills
 - Please contact your pharmacy and have them fax a refill request to our office at (940) 627-1900.
 - Please allow 24 to 36 hours for all medication refills
- For Mail Order Prescriptions
 - Please provide the name of the pharmacy and medications requested.
 - Your mail order prescription will be mailed or faxed within 24 hours after the time we receive your request.

Lab Results

- From Follow Up Appointments
 - It takes 7-14 days to obtain the results.
 - Our office will send you a yellow note card with all normal lab results.
 - In the event of any abnormal lab results we will call the patient regarding the results.
- From Lab Only Appointments
 - It takes 7-14 days to obtain the results.
 - All lab results will be discussed at the time of your next visit.
 - If we need to change your medication prior to your follow-up visit, our office will contact you immediately.

Requests for Forms

- Please allow 7-10 days for paperwork requested to be completed by the doctor. There will be a \$5 charge for all paperwork unless it needs to be rushed.
- There will be a \$25 Rush Charge for any paperwork that is needed sooner than this.