

Lone Star Physicians Group. PA

New Office Policy

Effective 1/1/2015

Revised 04/03/2018

OFFICE HOURS:

Our office is open Monday through Friday from 8:30 am till 5:00 pm and some Saturday's from 10 am to 12 noon same urgent sick same day appts only. No Walk in's on or New Patients on Saturday's

AFTER HOURS:

Dr. Kumar is available after hours for minor emergencies, urgent concerns or questions that can't wait till next business day. Please call the office 214-705-9696 for instructions on how to reach Dr. Kumar. For life threatening emergencies, please call 911 or go to the nearest ER. Calls during office hours will be returned by the end of the day.

APPOINTMENTS:

We appreciate visits with appointments so that we have time to prepare for your visit. We understand, however, that on occasions you may have time to walk-in. Please be aware that we like to respect the time of our patients that have scheduled appointments so walk-ins may have to wait. Appointments can be made through phone. If for some reason you cannot keep the appointment, please call our office to cancel so we may be able to provide care to another patient that may need to be seen that day. **We make every effort to see you in a timely basis. If you are 15 minutes late in consideration of those arriving on time, you will be asked to reschedule your appointment no exceptions**

NO SHOWS OR APPOINTMENTS THAT ARE NOT CANCELLED 4 HRS IN ADVANCE ARE SUBJECT TO A \$50.00 FEE THAT WILL REFLECT ON YOUR BILL AND BE YOUR RESPOSIBILITY. Shot Records 2nd copy and all others \$5.00 charge.

PAYMENT POLICY:

All payments including co-pays, co-insurance, **non-covered services, and self-insured** payments are **PAYABLE AT TIME OF SERVICE**, unless prior arrangements have been made regarding the payments (**only established patients**). **It is your responsibility to confirm if the services are covered under your insurance plan ahead of visit.** There is a discount available for self-insured patients who make prompt payments on day of service.

We will bill your insurance company for services rendered. Accounts that are 30 days past due will be contacted for payment and accounts that are **90 days past due will be forwarded to collections.**

As a convenience to our patients we accept credit cards (Visa, MasterCard, American Express and Discover) debit cards and personal checks are accepted, **returned checks will be charged \$45.00 in addition to fees that may charge by other institutions.**

I have read and understand the above policy.

Patient or Patients Name: _____

Parent / Guardian Signature _____ **Date** _____