



RED RIVER FAMILY PRACTICE, LLP

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Red River Family Practice Policies

We are pleased that you have chosen Red River Family Practice for your healthcare needs. The Physicians and staff are here to help in any way possible. Please take a moment to review and initial the following office policies. If you have any questions, please let our front staff know, call the office at 512-476-6555, or send us a message through the Patient Portal.

Appointments

- _____ **Late Arrival:** Please arrive to your appointment 15 minutes prior to your appointment time. If you are more than 15 minutes late from your appointment time, you will be asked to reschedule.
- _____ **Late Cancellation/No Show:** We require a 24 hour notice for cancellations and reschedules. Late cancellations, reschedules, or No Shows are subject to a \$30 fee.

Fee for Service

- _____ **Health Forms:** Forms completed outside of an appointment are subject to a \$30 administration fee.
- _____ **Digital Treatment:** Patient Portal messages that require a Physicians evaluation is a billable service. You will be responsible for any fees not covered by insurance.
- _____ **After Hours:** After hours care that requires a Physician's evaluation is subject to a \$30 phone charge or an Evaluation and Management charge to your insurance plan, which may be subject to a copay or deductible.

Communications

- _____ **Calls/Voicemails/Patient Portal:** Clinically trained medical staff answers calls, checks voicemails, and responds to portal messages in between scheduled patient appointments throughout the day. All messages are responded to in order of priority/urgency. All non-urgent inquiries may take up to 48 hours for a response.

Prescriptions

- _____ **Refills:** Please allow up to 48 hours for a prescription refill.
- _____ **Prescription Transfers:** Medication transfers should be requested by the pharmacy, if a medication transfer is completed by a physician or staff member, it is subject to a \$30 administration fee.
- _____ **Medication Change/New Medicine:** All medication changes and new prescription requests require an in office appointment with your physician.

Lab Services

- _____ **Reference Lab:** Our primary lab, Quest Diagnostics, is conveniently located on site. A lab appointment is required for all labs drawn on site.
- _____ **Denied Lab Claims:** If you have any questions regarding a bill received from an outsourced entity/lab, you will need to contact that entity/lab directly for assistance with that bill.
- _____ **Results:** You will receive notification via Patient Portal or phone of your lab results within 5 days from the date received. Urgent results will be notified when received.

I, _____, have read and agree to the above policies. Date: _____