

Terms & Policies

EMERGENCIES AND AFTER HOURS CARE:

For a life threatening **EMERGENCY**, call 911,

The on-call physician can be reached 7 days a week, 24 hours per day for URGENT concerns that cannot wait until the next business day. To have the on-call physician paged, call our office number and follow the emergency prompts to enter your message and phone number.

We very much want to assist our patients with after hours urgent concerns. Please respect our physicians' family time and reserve after hours calls for urgent issues only, such as when you are trying to determine if an emergency room or urgent care visit is needed for your child.

For answers to routine or NON-URGENT questions, please contact the office during regular office hours. This will allow us access to your child's medical records and allow us to render better care.

For medication DOSAGE INFORMATION after hours, please contact your 24-hour pharmacy or insurance nurse line.

PRESCRIPTION REFILLS:

If you need a refill on your medication, please notify your pharmacy at least 3 days before your medication runs out and your pharmacy will contact our office. All prescription refills will be called to the pharmacy within 24 hours if a request is received during normal office hours or on the next business day if a request is received after hours.

Please note that an office visit with the physician maybe required before certain medications can be refilled or if you are requesting a new medication or treatment of a new condition.

MEDICAL RECORDS AND FORM COMPLETION:

We must have a signed original authorization form on file before medical records can be provided. Please allow 3-5 days for your request to be processed.

If you need a form completed for Family Medical Leave Act (FLMA), disability certification, or other reason, please bring the original form to our office. It may take several days for our office to complete the form, as they frequently require a chart review and research. Depending on the complexity and time required, a document completion charge of up to \$25 may be applied and is payable upon receipt of the completed form.

PAYMENT POLICIES:

We know insurance payment and policies can be complicated, so please let us help. Our office is very familiar with and takes most of today's insurance plans in this region. It is our policy to file insurance claims. However, co-payments or patient-responsible portions are due at the time of your visit. If we do not participate in your insurance plan, we ask that you pay your bill in full. Most major credit cards are accepted.

Our physicians practice medicine based on medical necessity and NOT insurance benefits. You are financially responsible for any service not covered by your health insurance plan. Ultimately, all account balances are the responsibility of the insured. Please contact our billing office at 972-669-8400 and we will be happy to assist you. Thank you, DR. DAPHNE FAVROTH

CANCELLATIONS AND MISSED APPOINTMENTS:

Our office requires that you give 24 hours advance notice for appointment cancellations to allow your time slot to be offered to another patient. Missed appointments or "No Show" appointments that have not been cancelled with 24 hours advance notice may result in a missed appointment charge of \$25 for office visits and \$50 for complete physicals and well woman exams. Subsequent missed appointments may result in us no longer being able to see you as a patient.