

Shannon DeShazo, M.D.

Board Certified in Family Medicine

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FamilyDoctorOfMcKinney.com

STATEMENT OF OFFICE POLICIES

Thank you for choosing the office of Dr. Shannon DeShazo for your healthcare needs. We provide the highest standard of patient care in a convenient and cost-effective manner. Dr. DeShazo is board certified in family medicine, and has been in practice in McKinney since 2009. We take your healthcare seriously and look forward to working with you to improve and maintain your health.

Please sign the attached Acknowledgment of Receipt of Office Policies Form and return it to the receptionist. You may keep this copy of Office Policies for your records.

APPOINTMENTS

Normal office hours are 8:00 am to 12 pm and 1:45 pm to 5:00 pm Monday through Friday. Dr. DeShazo is out of the office on Thursday afternoons. Office visits are scheduled by appointment only. We accommodate as many "same-day appointments" as possible. However, we do not accept walk-ins.

Dr. DeShazo and her staff make every attempt to stay on schedule and see you in a timely manner. However, due to unforeseen patient emergencies, we sometimes have delays. Be assured that Dr. DeShazo will spend the necessary time and attention at every visit to ensure your high quality care. Dr. DeShazo will always address the primary reason for your appointment, but you may be required to make additional appointments to address additional concerns.

If Dr. DeShazo is unavailable due to scheduling, vacation, or absence, every attempt will be made for you to see Dr. Brinkman or Dr. George, or certain concerns may be addressed by nursing staff. Dr. Brinkman and Dr. George are both board certified family physicians and share office space and on-call responsibilities with Dr. DeShazo.

FEES, PAYMENTS & INSURANCE

*Dr. DeShazo's fees are comparable to other local physicians. Charges are determined by the type of service and treatment provided. **Payments for office visits as well as any laboratory testing or procedures is expected at the time of service.** Insured patients are responsible for their percentage, deductible and/or co-pay at time of visit. We accept cash, check, Visa, MasterCard, Discover, and American Express. There is a \$25.00 fee for any returned check.*

*Dr. DeShazo is contracted with many insurance companies. This simply means that she has agreed to provide healthcare services at a negotiated rate, and that Dr. DeShazo's office will file the insurance claim for you. **It is YOUR responsibility to provide accurate, updated information, so that we may file a correct and accurate claim. For this reason, you are required to present your insurance card at the time of every visit, and***

complete a new patient information form on an annual basis. Failure to do so can delay payment by your insurance company. You must promptly provide your insurance company with any information they request to process pending claims. Do not ignore a letter from your insurance company or from our office. If payment is not received from your insurance company within 60 days of the claim, you are responsible for the balance.

As the patient, you are ultimately responsible for payment of services provided to you by Dr. DeShazo.

Please contact us immediately if you have any questions or if a financial hardship arises that will not allow you to pay your full balance.

CANCELLATION POLICY

We prefer that you contact our office at least 24 hours prior to your scheduled appointment if you must cancel or reschedule. A \$25.00 fee will be assessed for all patients who miss an appointment or cancel an appointment with less than 24 hours notice. An appointment is considered missed if you are more than 10 minutes late and have not given us notice. Please let us know in advance if we need to reschedule your appointment to accommodate your schedule. We offer extended office hours if you need an early or late appointment. Three missed, canceled, or reschedule appointments may be grounds for dismissal from the practice.

LABORATORY AND TEST RESULTS

Our office will notify you of the results of all tests ordered by Dr. DeShazo. Dr. DeShazo will review your results and report to you by phone or mail, addressing urgent results first. Test results will take up to 14 days, unless you are otherwise instructed by the doctor or nurse. IF YOU HAVE NOT RECEIVED YOUR TEST RESULTS ON THE 14TH DAY AFTER YOUR TEST, YOU SHOULD THEN CONTACT OUR OFFICE FOR YOUR RESULTS.

REFERRALS

*If your insurance plan requires that you obtain a referral in order to see a specialist, please call our office at least one week prior to your scheduled appointment, so we can process your referral. In some instances, an office visit with Dr. DeShazo may be required so that she may ascertain the nature of the problem and communicate it to the specialist. We advise that you contact the specialist's office at least 24 hours prior to your appointment to insure that the referral has been completed. **It is your responsibility to verify that the specialist is a participant with your insurance plan and she/he has received your referral.***

PHONE MESSAGES & PRESCRIPTION REFILLS

Dr. DeShazo and her staff address messages and refill requests as quickly as possible. Messages are returned the same day, usually at the end of the morning or end of the afternoon. If you have urgent health concern that requires a more prompt response, please indicate this to the receptionist.

To refill a prescription: Call your pharmacy and request that they fax a refill request to our office. Prescriptions are refilled during normal office hours, and most refills will be completed within 24 hours, so call your pharmacy after 24 hours to check the status of your prescription. PLEASE GIVE US AT LEAST 72 HOURS ADVANCE NOTICE ON ANY CHRONIC MEDICATIONS TO AVOID INTERRUPTIONS IN YOUR

MEDICATIONS. *There are occasions when Dr. DeShazo is out of the office, or unforeseen delays may occur, which may slow this process.*

Under no circumstances will prescription be refilled after-hours by the on-call physicians. Our office policy strictly prohibits calling in narcotic medications other than during normal office hours.

AFTER HOURS URGENT CARE

*A physician is available by phone at all times for urgent healthcare questions. Dr. DeShazo shares this responsibility with Dr. Brinkman and Dr. George. You may contact the on-call physician by calling the office number 972-548-1717, and leaving a message. Follow the recorded telephone instructions. **THE ON-CALL PHYSICIAN IS AVAILABLE FOR URGENT QUESTIONS ONLY.** In a case of a true medical emergency, please go to the nearest emergency room or dial 911 for assistance. Other non-urgent issues, including prescription refills and questions regarding chronic medical problems should be addressed during normal office hours. **You MUST leave a phone number that accepts blocked and anonymous calls.** If you do not, the doctor will be unable to return your call.*

PRIOR AUTHORIZATIONS

*Certain testing procedures and/or medications require prior authorization by insurance companies. **You are responsible for ensuring that the authorization has occurred prior to your test.***

MEDICAL RECORDS

You may obtain a single copy of your medical records for your personal use free of charge one time only. Any additional copies will be completed when payment of \$25 is received by the party requesting the records. Insurance companies and other non-physician organizations may obtain your records with a signed consent for their release and pre-paid fee. We furnish records to licensed physicians without charge.

ADDITIONAL FEES & CHARGES

Additional charges (not covered by your insurance company) may be assessed for special requests made outside of the time of your office visit. These may include but are not limited to written prescriptions, long distance toll charges, referrals outside of office visit, authorizations for radiological procedures or medications, postage fees, or completion of insurance, disability, or personal forms. Alternatively, you may schedule a separate appointment to address these needs, and any fees would be covered within your office visit charges.