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## **INSURANCE POLICY / CLINIC UPDATES**

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### **Making an Appointment**

Appointments are made during normal business hours only. When scheduling an appointment, you must have your insurance information and referral number available (HMO/PPO patients).

Insurance policies require the patients Primary Care Physician (PCP) to authorize all referrals to medical specialists such as an Endocrinologist. If you have a HMO policy, please contact your PCP to obtain a referral prior to scheduling your appointment with us. Failing to do so violates the terms of your insurance policy and the carrier is not obligated to pay for your visit.

It is also the patients responsible for obtaining a referral for any services not routinely covered by your policy. This can include; Initial visit, Follow up visits, CGMS, Ultrasound, Biopsy, Labs, etc.

You will be asked to put a credit card on file. Our practice requires all patients have a credit card on file for missed appointments. We also require a 24-hour cancellation notice. Patients who repeatedly miss appointments or cancel with less than 24-hour notice may have their relationship terminated with the practice.

Co-payments and deductibles are due at the time of visit per your agreement with the insurance company.

All patients seen in our clinic MUST have a Primary Care Physician to provide services not available at our office. This includes any urgent medical problems since we do not take "walk-ins." A PCP can perform routine health maintenance monitoring and also urgent care needs. If you do not have a PCP, please select one from your insurance providers list ASAP. We will forward a copy of our visit and any lab reports to the PCP after each visit. If you are a Self-Pay patient, we can assist in referring you to the nearest PCP.

If you feel you're having a medical emergency, you should call 911. Reactions to medication, trouble breathing, chest pain, etc., should always be seen in an emergency room and not in a physician's office.

### **Medication Refills**

At each visit you will be prescribed enough medication to last you until your next appointment. This does not include Antibiotics or Narcotics; these medications **MUST** be prescribed by your Primary Care Physician (PCP). To avoid any lapse in medication we suggest you request a refill from your pharmacy at least one week before you need it. Please allow three business days for refill approvals.

For refill requests to be approved, you must have been seen in our office within the last six months.

Calls for medication refills will be addressed during normal business hours; Mon – Thurs 8am – 4:30pm and Fri 8am – 12pm (noon). Refills called in after hours to our answering service are not appropriate and will not be addressed until the next business day, please plan accordingly.

### **Telephone Calls**

To avoid delays in scheduling patient appointments, most telephone requests will be returned at the end of each day AFTER all patients have been seen. Please do not leave multiple messages; this only delays the return of your call. When leaving a message, please include your phone number and date of birth. If calling for a medication refill, please provide your pharmacy phone number.

Our clinic does not practice “Telephone Medicine.” It is unsafe and puts you at risk for misdiagnosis and suboptimal care. Some questions/concerns cannot be resolved over the phone, and in these cases you will be asked to schedule an office visit. This includes questions pertaining to lab results or a new medical problem. For a quicker response please submit your question/concern/refill request online through the patient portal located on our website at [www.diabetesandmetabolism.com](http://www.diabetesandmetabolism.com).