

**PATIENT OFFICE POLICY**

Welcome to the medical office of Antonio A. Flores, M.D. P.A. We are committed to providing the highest level of quality for you and your family. In order for my medical providers and staff to provide for your healthcare needs, it is necessary to inform you of our patient office policies. Our medical practice has established the following office policies

**Seguin Office Hours**: **La Vernia Office Hours**:

Monday — Friday: 7:00 AM – 6:00 PM Monday — Friday: 7:00 AM – 6:00 PM

Saturday: 9:00 AM – 3:00 PM

**Refills**: Please contact your pharmacy prior to completing your prescription. Your pharmacy will then contact our office to have your prescription refilled. Please allow up to **48 hours** for prescriptions to be refilled. Your medical provider may require an office visit before refilling your prescription. Patients are required to sign the Medication Agreement and Refill Policy before prescription medications will be prescribed.

**Telephone Calls**: All phone calls will be returned within **24 hours**. Please understand that when patients are being seen in the office it will not be possible to speak directly with your medical provider. All emergency phone calls will be triaged by the clinical nurse and handled on a case by case basis.

**Complaints**: If your feel that you have been treated inappropriately, please inform the office managers. You are the reason our practice exists and your needs and concerns are most important. If you feel that you need to make a formal complaint, contact the State Board of Medical Examiners. Our office will have their contact information available for you. Likewise, it is my office’s desire to provide a level of comfort and trust between you and your medical provider. If either you or our medical providers feel the comfort level is not present, the appropriate course of action will be terminating the relationship. **The patient-medical provider relationship may be terminated due to non-compliance with office policies, abuse of prescribed medications, abusive behavior towards office staff, or refusal to pay for medical services.**

**Miscellaneous Fees**:A fee based on cost will be charged to complete various medical forms and prepare any miscellaneous documents. A patient’s account will be charged when a patient’s check is returned un-payable due to Non-Sufficient Funds (NSF).

**Medical Records**: Patients retain the right to request copies of their medical records. Our office reserves the right to verify identity and obtain signed consent BEFORE releasing your medical records. Patients’ rights concerning Protected Health Information (PHI) can be found in our office’s Notice of Privacy Practice. Patients can request a copy of this document at any time. We appreciate your cooperation as our priority is to keep your PHI private and confidential.

**Collections**:The patient is responsible for any charges not covered by his/her insurance. Prompt payment is required. If for any reason your account is sent to collections you will be discharged from our office due to nonpayment.