



Hill Country Medical Associates HEALTH CONTRACT

Thank you for choosing Hill Country Medical Associates (HCMA) for your health care needs. We appreciate the opportunity to care for you and your family. HCMA will provide the best possible treatment and advice based on current medical evidence – we respect your right to information and will discuss appropriate or medically necessary treatment options regardless of cost or benefit coverage. The following information is provided for your benefit so that we may better serve you. Please take the time to read the entire document.

- 1. Hours of operation.** We are available 8:00 AM - 5:00 PM Monday thru Friday and on Saturday from 9:00 AM – Noon for urgent care only. For after hour **emergencies**, an on-call physician is available through our answering service. Please hold calls regarding refills and appointments for during office hours. We have a limited number of same-day appointments available which will be made available starting at 7:30 AM on weekdays and 8:30 AM on Saturday.
- 2. Continuity of Care.** Our physicians are able to give the best care if you provide a complete medical history. Please let us know of all doctors you are seeing and let us help coordinate referrals when possible.
- 3. Hospital.** Our physicians work with the physicians at the New Braunfels area hospitals when you require inpatient care. If you need emergency care, please go to the Emergency Department at one of the local hospitals for evaluation, if possible. We recommend that you familiarize yourself with their locations in advance.
- 4. Appointment time.** Out of respect for your schedule, we strive to stay on time with our appointments. In order to assist us with this, we ask that you arrive 10-15 minutes early for your appointment. Patients arriving past their appointment time may need to be rescheduled. We allow 15 minutes for most acute visits and 30 minutes for physicals. To help us stay on schedule, we are usually able to address 1 – 3 problems during a visit. Multiple problems may require additional appointments.
- 5. Annual Physicals.** We emphasize preventive care as a valuable tool for better health. Appointments for physicals will be focused on preventive services. Additional health problems may need to be addressed at a follow up visit. MEDICARE Wellness Visits (to include Welcome to MEDICARE) are not annual physical exams.
- 6. Cancellations.** We request that you notify us at least 24 hours in advance when cancelling or rescheduling your appointment. If you cancel or reschedule your appointment without a 24 hour notice, this **may** be considered a no-show or missed appointment. Regardless, we ask that you call to notify us if you cannot make your appointment. Continued missed appointments (three or more) may result in termination of care.
- 7. Refills.** We have found that processing refills through your pharmacy is the most efficient and accurate method. We request you contact your pharmacy first, and they will call/fax us with the necessary information to refill your medicine. No refills will be done after hours or on weekends except in cases of a medical emergency (defined as a threat to life, limb or eyesight). Please allow 2 business days to process refill requests and 5 business days if a prior authorization is needed from your insurance.
- 8. Payments.** All applicable fees, deductibles, coinsurance or copays must be paid at the time of service. This office will verify your benefits to the best of our ability once you supply your correct insurance information. However, verification of coverage does not mean that all services rendered will be covered during your visit and non-covered services will be your responsibility to pay. Outstanding balances must be paid prior to further appointments/refills. Please refer to our Financial Policy for additional information regarding payment responsibilities.
- 9. Staff support.** The physicians of HCMA and our staff are dedicated to your health. Because your physician is not always immediately available, many questions or concerns can be addressed by communicating through our staff. Our staff members are extensions of our physicians and serve as valuable resources in delivering timely care, so please treat them with respect. Any discourteous behavior towards our staff will not be tolerated. Our goal is to provide the same courtesy to you.
- 10. Paperwork.** We are happy to complete paperwork/forms related to your health care. Your physician may request that you come in for an appointment to address the paperwork. Your physician may charge fee for completing paperwork without a visit. Please allow 5 business days for completion of paperwork.
- 11. Noncompliance.** Your total health is the result of a committed partnership between you and your physician. We reserve the right to discontinue this relationship for noncompliance with your care plan or any of the above policies.