

Gruene Lake Medical

Anna Boecker, MD
948 Gruene Rd, Ste 140
New Braunfels, TX, 78130
(830)627-2700

We welcome the opportunity to inform you that you and/or your family have been accepted to join our clinic family! Welcome to the practice! We are committed to providing you with the best care possible. My hope is that we form a partnership in which we begin or continue working toward the healthy lifestyle. Please take this opportunity to review our office policy below:

Office Visits: We request that you make appointments for all your visits and be aware of the office hours, which are **Monday- Friday: 8:30am- 4:00pm and closed for lunch most days 12:30-1:30**. The phones are not answered during the lunch hour. We know that your time is as valuable as ours and we make every effort to keep our schedule on time. The practice utilizes a qualified and supervised Mid-Level provider to assist us in caring for our patients. As a new patient, we would like you to understand that when the doctor's schedule is full, for follow-up appointment, or for same day work-in, you will occasionally be asked to see or schedule with the Mid-Level provider. Should you have question regarding the clinical qualifications of the Mid-Level provider or what supervision takes place over this process, please contact our office.

No Show/Late Appointment Policy: Please notify us in advance if you are unable to keep your appointment. A 24 hour notice is required for appointment cancellations and cancellations can and must be left on voicemail if after hours. Appointments not canceled with at least 24 hours notice prior to the scheduled appointment time, will be subjected to a no-show fee of \$25.00 for a standard sick office visit, \$50.00 for a well exam or procedure, and \$15.00 for a nurse visit. All no show fees are to be collected prior to the next scheduled appointment or before services are rendered. After three "no shows" for your scheduled appointments, you may be considered non-compliant and qualify for termination from the practice. If you are more than 15 minutes late for your scheduled appointment, you will need to reschedule your appointment. The practice runs on a tight schedule in order to provide the best care for all in a timely manner.

Telephone Calls: Please be courteous as there may be one to two individuals available to answer your calls during clinic hours. Our staff will be happy to answer your questions about office policy and scheduling. Medical questions will be referred to one of our experienced Medical Assistants or Nurses who can consult with the providers and get quality answers back to you. Extended phone consults or after-hours and weekends calls resulting in telephone treatment may be billed a telephone visit from \$10.00 to \$35.00. Your insurance carrier may or may not cover these charges.

After Hours Calls: All routine matters should be handled during regular office hours. However, a physician from our call group can be reached at all times by calling **830-632-2070**. If you believe your situation is an emergency or critical, always go to an emergency room where the physicians there can assist you. Otherwise, call our office first before going to the emergency room- many problems can be handled over the telephone. For minor pediatric or routine care questions, please call The Methodist Children's Nurse Line first Toll Free at **877-647-7440**. This is a service of Methodist Children's Hospital of South Texas.

Refill Request: Please contact your pharmacy for prescription refill request before you are on the last few doses of your medication. We get many calls for last minute "urgent refills" for one reason or another. These cannot always be filled. Our overall policy is "one standard one rule". Please do not ask to be our exception. Each request may take 48-72 hours to complete, so please plan ahead. You will be notified if an appointment is required for a medication refill. It is customary and best practices to check in with the provider for an office visit to follow up on a prescription after a standard allotted time has elapsed. Harassing and/or any unprofessional behavior toward our staff will not be tolerated. There will be no

refills after hours, on the weekend, or on holidays by the physicians or the on call physician. The on call physician is for emergencies only. Any changes or adjustments to your medication treatment plan such as increasing or decreasing your dosage will not be made over the phone. An appointment is required and any changes will be noted in your chart. We do not call in antibiotics without appointments. They are over prescribed and we must determine if they are truly warranted by your condition.

Privacy and Security: Anna Boecker MD, PA holds all information pertaining to the care and treatment of our patients in the strictest confidence. All information in the patient's medical record is maintained with the up most care and respect to preserve privacy and confidentiality. The practice fully complies with the Federal Government's mandated HIPAA requirements, Red Flag Policy and CMS Fraud Waste Abuse Policies, for patient confidentiality and privacy of healthcare information. As a new patient, you will be asked to review and acknowledge receipt of our Notice of HIPAA Privacy Practice that outlines the circumstances for which we can disclose protected health information without authorization. A patient may request to view a copy of their medical record in the office.

Collection Policy: All payments are due at time of service rendered without prior arrangements. We have a legal obligation to the insurance companies in which we are contracted with to collect co-payments. Once a balance reached 120 days old, with no payment, payment plan, and/or communication, it may qualify to be transferred to a third party for further collections or other actions. There will be a charge for filling out forms that require more than a signature and written letter. Billing questions or request for payment arrangements may be directed to the billing office at **830.515.6587**. Please also keep in mind that our office does call to verify your eligibility and benefits, but that it is the patient responsibility to also know their benefits and to convey any changes in information to our office. If the lack of correct information hinders our ability to file the claim as a courtesy to the patient, then the patient will be responsible for the charges and then can seek reimbursement from their insurance company. The patient is responsible for charges including payments not paid by the insurance company payers within 120 days. It is the patient's responsibility to submit accurate insurance information on all dates of service and to comply with all requests of the insurance company within a timely manner to ensure payment is made within 120 days. If you are covered by Medicare/ Medicaid, your obligation under this section may be limited by law.

Return Checks: If a check is returned by the bank unpaid, we will send you a 10 day notice in which time the account must be satisfied. An additional return check fee of \$25.00 will be added to the account total for the cost accessed to our office for presenting an unfunded check for deposit at the bank. If the account and fee is not satisfied we reserve the right to assign the amount to collections for recovery. Our office policy states that upon your third offense, we will no longer be able to accept checks as a form of payment and you may be held in violation of our policy and considered for discharge from care.

I would like to welcome you to our clinic with hopes of a professional and healthy relationship. Please call our clinic for any of your healthcare needs. Thanks you for the opportunity to serve you and/or your family.

Respectfully,

Anna M. Boecker, MD