

CHARLES A. GARCIA, M.D., PA.
NOTICE TO ALL NEW PATIENTS

MEDICAL PLACE ONE

1315 St. Joseph Parkway

Suite 1205

Houston, Texas 77002

(713) 659.3937

Our offices are dedicated to providing our patients with the best ophthalmic care possible. In order to do that, we may perform various tests in order to further evaluate and confirm the diagnosis for which you were referred to us. These tests will also help us determine any needed course of treatment. Consequently, the process that you will undergo during your visit with us will be somewhat lengthy. In order to help us provide you with the best possible care, please review the following. We hope that reviewing and understanding of the following will help make your visit with us more pleasant.

- The time for your scheduled appointment is the intended time to be the time to begin the various tests mentioned. *This is not the time you will see the physician.*
- **EXPECT AT LEAST A 2 HOUR STAY AT OUR OFFICE.** These various tests will take a while.
- Bring your **ENTIRE UP TO DATE** medications list to each scheduled exam.
- You should take your medications at your regularly scheduled times. Taking your medication or using your insulin will NOT interfere with our evaluation.
- If you wear contact lenses, bring your contact lens case and solution, we may not have these supplies available and do not dispense contact lenses at the time of your visit.
- **YOUR EYES MAY BE DILATED ON THE DAY OF YOUR SCHEDULED VISIT**, unless special circumstances dictate otherwise. PLEASE ASK WHEN MAKING YOUR APPOINTMENT. If you have

difficulty driving while dilated, we recommend that you bring someone as an alternate driver.

- Due to your lengthy visit, avoid bringing small children with you unless absolutely necessary. This will prevent any disturbances to other patients due to children's possible restlessness.
- OTHER PATIENTS MAY ARRIVE AFTER YOU BUT MAY BE CALLED BEFORE YOU. This may occur if patients are scheduled for special testing only and are not scheduled to see the physician.
- IF YOUR INSURANCE POLICY REQUIRES THAT YOU HAVE A REFERRAL OR AUTHORIZATION PRIOR TO BEING SEEN IN OUR OFFICE, PLEASE BRING IT WITH YOU TO YOUR VISIT, OR CALL YOUR PRIMARY CARE PHYSICIAN OR INSURANCE PROVIDER IN ADVANCE SO WE WILL HAVE IT WHEN YOU ARRIVE. Failure to do so will lengthen the time of your visit because **we cannot begin your examination until the insurance authorization / referral has been received.**
- If you do not have insurance, call our office to discuss this matter before your appointment so prior payment arrangements can be made.
- You will be expected to pay your co-payment before seeing the doctor.
- Please fill out the patient forms and bring them with you to your appointment. You may also send them in ahead of time. If you chose to fill out your paperwork upon arrival this may delay your appointment time. You may also download the forms off of our website; www.charlesgarciamd.com

Your patience and understanding is greatly appreciated. We will strive to make your visit with us as brief and enjoyable as possible.

Office Hours and Appointments

Our office is open from 8:00 a.m. to 5:00 p.m. Monday through Friday. Patients are seen by appointment Monday through Friday by one of our physicians. Appointments may be scheduled by calling 713-659-3937 during regular business hours. Bilingual assistants are available.

If for any reason, you are unable to keep your appointment, please notify our office. This will make it possible for another patient to be seen. We provide emergency service to our patients 24 hours a day, seven days a week. On weekends, holidays, and after office hours when the office is closed, you can reach our physicians by calling the medical exchange answering service **713-659-3937**. The exchange will refer your call promptly and our staff will return your call as quickly as possible.

Telephone

We encourage you to call the office if you have a problem or a question. Please make non-emergency calls or to have a prescription refilled between 8:00 a.m. and 5:00 p.m. when your records are readily available. Please have the phone number of your pharmacist available in case our physician needs to discuss your medication. We will return your call as promptly as possible.

Insurance and Billing

Our goal is to provide the eye care services you need without creating a financial burden. We are participating physicians with Medicare and Medicaid. We also accept most HMO's, PPO's, and vision care plans. Our financial counselors will be happy to verify your insurance coverage at the time you schedule an appointment. All you need do is ask to speak with them.

About Your Insurance

The health insurance policy that you have is a personal contract that you have with your insurance company. We are simply healthcare providers, and we do our very best to provide excellent service in a caring environment. We deserve to be paid for this service regardless of whether your insurance covers this or not. We are not employed by your company, nor do we make policy decisions for your company. Many patients are confused by their insurance company's coverage of **vision care**. Many policies will only cover a "medical diagnosis".

This means that if the doctor finds something medically wrong at the time of his examination, some or all of the cost of this examination may be covered by the insurance company, as long as your company considers it "medical". However, if the examination is **normal** or has a "**vision**" diagnosis such as myopia, amblyopia, hyperopia, astigmatism, headaches or asthenopia, your insurance will not pay for your examination. Since we have no way of knowing in advance what the doctor will find, we cannot tell you in advance whether your visit will be covered or not, and you may be responsible for this visit.

Some companies require that you have a referral from your **PRIMARY PHYSICIAN**, and **it is your responsibility to obtain that referral**. *If you wish to be seen without a referral, you will be responsible for payment at the time of your visit.* It is the patient's responsibility to know and understand his/her own individual policy. We are involved with so many different companies that we cannot be interpreters of the policies for each patient.

I HAVE READ THE ABOVE AND FULLY UNDERSTAND

SIGNATURE

DATE _____

***Please present this page to the receptionist upon arrival.*