

AUSTIN PULMONARY CONSULTANTS

OFFICE POLICIES AND PROCEDURES

Cancelled/Missed Appointments:

Appointments are considered missed if less than 24 hours notice of cancellation is received. There is a \$25 charge for a missed appointment. Patients who repeatedly miss appointments may be dismissed from the practice. For new patients, a postcard or call to the referring physician will notify that doctor that the patient did not keep the appointment. Missed new patient appointments may be rescheduled at the physician's discretion.

Charges:

Our charges are for doctor's services only. Hospital services, lab tests, or xrays are billed separately.

Copays and Coinsurance:

Copays and coinsurance are due at the time of the service and may be paid with cash, check, or credit card.

Insurance:

Responsibility for payment of the doctor's charges belongs to the patient. Insurance is filed as a service to the patient when the necessary information and an authorization to file are provided.

HMO Patients:

If you are a managed care plan patient, please make arrangements for an authorization number from your primary care physician BEFORE you call the office for an appointment.

Privacy Policy:

Access to non-public personal information about patients is restricted to those employees who need to know that information to provide the services requested. Physical, electronic, and procedural safeguards to comply with federal regulations to guard this information are maintained. This policy may be amended at any time. The current privacy policy is posted in the office. If you wish to receive a copy of the current privacy notice, you may request it in writing. We may disclose any information when we believe it is necessary for the conduct of our business or where disclosure is required by law.

Primary Care Physician:

All patients will need another physician to care for their general health as our doctors treat pulmonary (lung) diseases only. Please contact your general practitioner for problems not related to your lung disease.

Emergencies:

In an emergency, please call 911 or go to the nearest emergency room. Our offices do not have the capability to treat a life threatening emergency.

Weekends:

Weekend and holiday duties are shared among the physicians of Austin Pulmonary Consultants as well as Dr. Michael Schindel.

Telephones:

Telephones are answered during normal business hours except during lunch. If you hear a recorded message during normal business hours, please leave a message and your call will be returned promptly. Our physicians are in the hospital daily caring for critically ill patients and therefore have limited office hours. Please plan ahead for routine care.

Prescription Refills:

Please allow TWO business days for refills. Call your pharmacist and ask him to call or fax us with the request. On call physicians WILL NOT refill prescriptions for controlled substances. Routine refill requests are filled during weekdays only. Please plan ahead for holidays.

Forms:

There is a \$10 charge for completion of routine single page forms. Lengthy forms, including disability and FMLA paperwork, are charged \$25. Please allow a MINIMUM of one week for completion.

Changing Practice Providers:

Requests to change physician providers within the same office is strongly discouraged, and the decision to approve the change is at sole the discretion of the involved physicians. Because the physicians of APC provide call coverage for each other, previously treating physicians may still be involved in your care.

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