

Aimee Nguyen, M.D.

GENERAL OFFICE POLICIES:

Appointments: Patients are seen by appointment only. *We try our best to run on time. Therefore, if you are more than 15 minutes late, it is up to the discretion of the doctor whether we will be able to see you at your time slot. You may be asked to reschedule.*

We call one to two days in advance for appointment reminders. This allows us to see all the patients who have requested appointment times that day. Thus, we do request that you cancel your appointment 24 hours in advance, or you may be billed \$25.

Office Hours: Our office hours are 9:00 A.M. to 4:30 P.M. Monday through Friday, and we are closed from noon to 1:15pm for lunch. Dr. Nguyen or a covering physician is available 24 hours a day for urgent situations.

TREATMENT:

Your treatment will be based on medical necessity. Some procedures and labs may not be covered under your particular plan. It is not our responsibility to verify that everything is covered before treatment is provided.

Medication: We prescribe the medication that we feel is best suited to your condition. If this medication is not covered, or has a very high co-pay, we would need to be provided with alternatives that are financially acceptable to you.

Refills: Please plan ahead for your prescription refills. If your prescription says no refills, please call your pharmacy. They will process an electronic or fax request to us. We need at least 24 hours' notice to process the authorization.

MEDICAL RECORDS AND FORMS:

Our office follows the rules set forth by the Texas Medical Board when preparing and furnishing medical records. A \$25.00 charge for the first twenty pages and \$.50 per page for every copy thereafter is what they consider to be a reasonable fee. This fee includes the cost of copying and postage. Payment must be made prior to the release of the records. We ask that you allow 15 business days to process this from the date of the written request.

Copies of diagnostic tests or immunization records only will be provided at no charge with 48 hours' notice.

If you require a form or a letter to be completed by the physician (other than excuse notes), a 48 hours' notice is required. There will be a \$25.00 charge for this service.

Thank you for choosing Dr. Aimee Nguyen, M.D. Please let the receptionist know if you would like a copy of this for your records.

PATIENT TESTIMONIAL CONSENT

By signing below, you are consenting to Dr. Aimee Nguyen's use and disclosure of the information in your testimonial and acknowledgement that the testimonial and acknowledgement that the testimonial may be used, all or in part, in our advertising, publications, website, etc. Both now and in the future.