

GOLDEN TRIANGLE FAMILY CARE CENTER

615 W ROUND BUNCH RD
BRIDGE CITY, TEXAS 77611
409 735 7305

After Hours Care – Call 911 for Emergencies or go to the nearest Emergency Room

OFFICE POLICIES

FINANCIAL POLICY

Your insurance card, drivers' license and verification of coverage are required prior to seeing a physician/provider. At the time of service, you will be required to pay your portion, either at check-in or check-out. This may include deductible, co-pay and any unverified amounts. We require a copy of your insurance card for each visit. We must have all insurance information prior to submitting claims or the patient will be responsible. If you have additional questions, please contact our office manager 409-735-7305 prior to your visit.

APPOINTMENT POLICY

We see patients by appointment. We make every effort to see patients on time. In the event you must cancel an appointment we respectfully request 24 hours advance notice. This will permit us to offer the appointment to another patient in need. There is a \$50.00 no show fee if you do not cancel. If you are acutely ill, please call our office immediately: the physician will review symptoms and determine the appropriate plan of care.

NON-PHYSICIAN VISITS

Patients for injections (previously ordered) should come in during the following hours:
Monday – Friday 9:00 a.m. to 11:00 a.m. and Monday – Thursday 2:00 p.m. to 4:00 p.m.
We do blood pressure checks between 8 -11:45 AND 2 - 4:45 Monday – Friday

LAB POLICY

All lab work will require an office visit or be pre-arranged since we must have a physician's order, prior to testing being performed. If there is not a (routine) order, we may have to schedule an appointment with your physician. The Lab is open 8:00 – 3:00 Monday – Thursday and 8 – noon Friday.

TB SKIN TESTS:

TB Skin tests can only be performed on Mondays, Tuesdays and Wednesdays.

REFERRALS

The physician must authorize referrals; it may be necessary for you to see the doctor prior to requesting a referral. We will need a minimum of 3 to 5 days to process a routine referral. Your insurance company may have additional processing time, in some cases up to two weeks. Please check your benefit manual or member service department for specifics on your health plan referral process. You will also need to call your insurance company to verify if the specialist is in your network.

MAIL ORDER MEDICATION

In the event you choose to utilize a Mail Order Pharmacy please be advised you are responsible for obtaining a new prescription at the time of your office visit. You will then mail in the one-year prescription. If you need a prescription before your scheduled appointments, call the office and request a refill, the scripts will be written within 24 hrs for you to pick up and mail to the pharmacy.

MEDICATION MANAGEMENT AGREEMENTS

It is the policy of this office that medication agreements are implemented for certain types of medication and or treatment. The terms of the agreement are specific and must be followed. Medications that are covered under the medication agreement require an appointment to obtain a refill.

HIPAA

We will observe all HIPAA guidelines in this office. If you have any concerns or questions regarding HIPAA, please pick up a copy of our HIPAA policy or contact our HIPAA Officer: Debbie Khan at 409 735 7305.
Reviewed November 19, 2018