

## **Welcome to Lake Pointe Women's Centre**

Thank you for choosing Lake Pointe Women's Centre to assist in your medical care. It is our goal to meet the needs of our patients. We hope to leave you informed and more than willing to return should the need arise.

Lake Pointe Women's Centre has three locations, and the most efficient way to contact us is to call that location. These numbers are answered twenty-four hours a day.

6900 Scenic Dr. Ste. 101  
Rowlett, TX. 75088  
972-475-7555

763 E Hwy 80, Ste 130  
Forney, TX 75126  
972-564-0050

### **Co-Pays and Deductibles:**

These are due and payable upon check-in. You may also be responsible for any deductible required to be satisfied by your plan.

### **Insurance Information:**

This information ***must*** be current. If you have recently had a change of insurance and have not yet received your ID card, you must present us with all the necessary information needed to submit the claim. It is not the responsibility of our office to call the insurance carrier for this information. Should you present us without the necessary information, you may be seen as a "Self Pay" patient or reschedule.

### **Prescription Refills:**

Refills will not be authorized for patients that have not been seen in our office in excess of one year. Please make a conscious effort to keep track of your medication supply. Do not allow yourself to run out of medication before calling for a refill. Certain medications require close monitoring and may not be refilled unless you see your provider.

### **Medical Records Request:**

We require at least a 24 hr notice. There will be a \$25 fee for medical records. Should you request that we send your records to a physician other than a referring physician, we must have a signed release from the patient. There is no charge for sending records directly to another physician.

### **Appointment Schedule:**

Appointments are scheduled at intervals to accommodate time with our patients. Should for some reason you need to reschedule an appointment, please provide at least 24 hr. notice or you may be subject to a \$35.00 fee. This fee will not be billed to your insurance carrier. It is will be your responsibility. . This is not only courteous, but it allows time for our office to fill the space.

### **Calls To The Office:**

You may contact the office between 8:30am - 5:00pm Mon - Fri. Calls are directed to medical assistants or nurses. All calls are returned within 24hrs, unless the call is an emergency. If the call is an emergency, relate this to the receptionist so your call may be properly handled. Please have your pharmacy phone number available when calling in case medication is necessary.

### **What is a Nurse Practitioner?**

A Nurse Practitioner is a registered nurse that has received specialized training (often at a graduate level) in diagnosing and treating illnesses and providing health care maintenance. Nurse Practitioners do not perform surgery or deliver babies. They consult with a physician for problems not covered under their approved protocols or when questions arise. You always have the option to see the physician.

*Again, Welcome*

*Lake Pointe Women's Centre Physicians & Staff*