

## No Shows

If you cannot keep your scheduled appointment, we require that you notify the clinic as soon as possible. A \$20.00 no-show fee will be charged if notice is not received 24 hours in advance. Your cancellation allows us to serve patients who may not otherwise have been seen.

## Your Forms & Letters

Please submit your needed forms or letters as soon as possible. It is best to schedule an appointment with your provider to review the paperwork together. Please allow three business days for the completion of your paperwork. If no appointment is subsequently made, there may be a charge for this service.

## Private Medical Information

Please tell us how you want us to reach you, and with whom (spouse, relative) we may discuss your information. Also, please provide us your cell phone number and let us know whether it is acceptable to leave medically related messages on your voice mail.

We have a medical information release form available on our website to allow for the quick transfer of your records. There may be a fee associated with printing which will be determined at that time.

## Your Satisfaction

We want you to be completely satisfied with our service. If you need further assistance, please ask for our Patient Liaison.

## Important Telephone Numbers

Baylor Clinic Main Operator	.	713.798.1000
Baylor Diagnostic Services	.	713.798.2300
Baylor Heart Clinic	.	713.798.2545
Baylor Pulmonary	.	713.798.2400
BCM Sleep Center	.	713.798.3300
BCM Alkek Eye Center	.	713.798.6100
BCM Smith Breast Center	.	713.798.1999
Customer Service/Patient Billing.	.	713.798.1900

## Baylor Family Medicine

Tel: 713.798.7700 Fax: 713.798.7775  
www.baylorfamilymedicine.org

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*We appreciate you choosing our practice.  
Our goal is to work with you to promote healthier living.*

## Appointments & Hours

We encourage appointments for visits with our providers.

### Monday, Tuesday, Thursday, Friday:

7:30 - 11:30 AM, 12:30 - 4:30 PM

### Wednesday:

8:30 - 12:30 PM, 1:00 - 5:00 PM



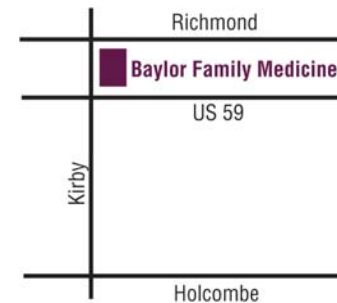
At Baylor Family Medicine, we have Open Access Scheduling. This means we do not book appointments more than two weeks into the future. This helps ensure less wait time for the next available appointment when care is needed. Same-day appointments may be available; you are more likely to be seen on the same day if you call early.

## Two Locations

Please confirm your appointment location, as we have two offices. Most providers practice at a single location.

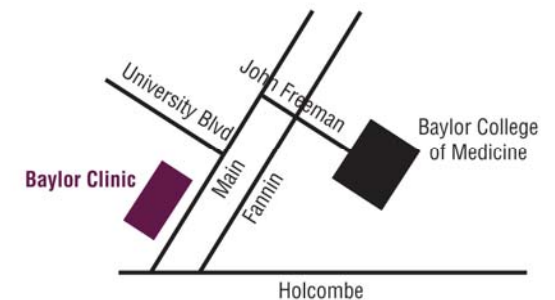
### 3701 Kirby

Suite 100  
(near Kirby and Hwy 59)



### Baylor Clinic

6620 Main, Suite 1250  
(near the Texas Medical Center)



## Primary Care Provider (PCP)

We encourage you to choose a Primary Care Provider at Baylor Family Medicine. By seeing a single provider regularly and communicating with their team, the quality of your care is improved. You always have the option to see other providers if your PCP doesn't have open appointments.

## Electronic Medical Record (EMR)

At Baylor Family Medicine, your records are kept in the computer on a program called the EMR. This allows for the quick retrieval of any chart at any of our offices. The entire system is secure, and your health information is guaranteed to be protected. In the near future, all Baylor Clinic departments will be on the same EMR allowing for better coordination of patient care.

## Website: [www.baylorfamilymedicine.org](http://www.baylorfamilymedicine.org) and MyChart

Learn more about our providers and practice at our website. You can interact with our office by clicking on the "MyChart" icon. From here you can request refills, physician referrals, or send messages into the office. You will need an account which requires a one-time Access Code. Please ask one of our staff to provide this code to you.

## Referrals/Authorizations

Generally, it takes five working days to obtain an authorization number from your insurance company for a test or consultation. It is your responsibility to make sure you have this number before going to your test or specialist visit. Please refer to our "Referral Instructions" sheet for more complete information. You can now find your completed referral information on MyChart under My Medical Record.

## Labs & Test Results

No appointments are needed for lab work. The LabCorp facility at Kirby is open from 7:30 AM to 4:30 PM daily (except Wednesdays 8 AM-4:45). Baylor Clinic Diagnostic Services is open from 7:00 AM to 7:00 PM, and is located in Suite 1225 at 6620 Main.

Fasting means nothing to eat or drink, except water or black coffee, for 10-12 hours. Please take your pills even when you are fasting. Do not skip your medications for any lab work, blood draw or office visit.

It is our policy to inform patients concerning every test (X-ray or blood work) ordered through our office. This may be done through phone calls, letters or the MyChart website. You may be requested to return for a visit to receive your results. If you do not hear from us within two weeks, please call us to ask about your results.

## Prescriptions & Medications

Our goal is to provide you with prescription refills lasting until your next regular appointment. If you have run out, it may mean it is time to see your provider. To request refills, please contact your pharmacy, or use our website. If you must call directly to our office, please only call once, and give your request to our Communications Center. We try to fill all prescription requests within 24 hours, but sometimes this is not possible because of your insurance requirements. We appreciate prescription requests made during office hours.

If a prescription at the pharmacy costs too much, or just doesn't seem right, please call our office before you pay for it. Your pharmacist should be able to tell you whether a particular medication is covered by your insurance plan. There are always alternatives to expensive medications, and errors can be corrected if caught before you pay for it.

We suggest you keep an updated list of all of your current medications. If you take more than five medications, we ask that you bring in the bottles to every visit to accurately confirm your medication list in our records.

## Quick Care

For minor illness and injuries, please ask to be seen in our Quick Care if your Primary Care Provider is not available. You will see a certified Physician Assistant. We have same-day and next-day appointment available.

## After-Hours

If you have an emergent need to reach a physician after office hours, call 713-798-7700; you will be connected to the answering service and the on-call physician will be paged. Please don't call for problems that can be handled during office hours, like prescription refills.

## Hospital Coverage

The providers at Baylor Family Medicine limit their practice primarily to outpatient care. We encourage our patients needing inpatient treatment to choose St. Luke's Episcopal Hospital. We have complete confidence in its ability to care for our patients.

## Nutrition Counseling

Healthy lifestyle choices benefit many conditions including diabetes, high blood pressure and high cholesterol. Please ask your provider if a visit with our licensed and registered dietician is right for you.