

Office Policies

***NOTE:** Please read this document in its entirety as some policies may have been updated recently.

INTRODUCTION

Welcome to Sim Family Clinic. Dr. Christopher S.C. Sim, M.D., Dr. William Chen, M.D., Dr. Alex Chen, M.D. and staff are committed to giving you quality medical care. We strive to make your visits to our office as comfortable as possible. Please let us know if there is anything that we can do to assist you.

OFFICE HOURS

Office hours are by appointment from 7:45am to 4:45pm Monday through Friday. We accept same-day appointments for more urgent medical care, however there may be a wait or may be scheduled for a later time if it is determined to be non-urgent.

AFTER HOURS

If you have an emergency, go to the nearest Emergency Room/Urgent Care Center. If you are unsure, call our answering service at (281) 583-6751. The doctor on-call will return your call. Please be ready with your 24-hour pharmacy phone number and turn off your answering machine. If you do not get a call back, call again in 15 – 30 minutes.

APPOINTMENTS

To enable a better selection of time and day, please call for appointments as early as possible. If you are unable to keep an appointment, please notify us at least 24 hours in advance to reschedule or cancel. (For Tuesday through Friday appointments, advise us before 2:00pm. For Monday appointments, advise us Friday before 10:00am.) You may call to cancel appointments or leave us a voicemail. We reserve the right to charge \$35.00 to \$110.00 for not keeping your appointment or not following our cancellation policy.

We ask that new patients arrive 30 minutes prior to their scheduled appointment in order to fill out the necessary registration materials.

For our established patients, we ask that you please arrive 15 minutes prior to your appointment to prevent delays by taking care of payment and information updates.

PAYMENT POLICIES

INSURANCE/PAYMENT INFORMATION

Payment for services should be made **upon check-in**. This includes copayments/deductible/coinsurance payments according to your health plan.

We accept most major insurance plans, however it is suggested that you please verify with your insurance carrier that your doctor is participating.

Please confirm your health plan benefits (what is covered on your plan) before you receive treatment. Your health insurance plan does not pay for all of your health care costs. Be aware that any non-covered service that you decide to receive at the clinic is **your financial responsibility**.

Our office will assist you in submitting your insurance claim. Please make sure to provide our staff with the most updated information upon making your appointment to prevent any delays. Inform us of any updates to your insurance information, address, and phone numbers over the phone. If we are not provided with the current insurance information at the time of your visit and you request a claim to be resubmitted, there will be a charge of \$25.00 per date of service.

For self-pay patients (meaning you do not have insurance coverage), we accept payment in cash and all major credit cards. For new patients that are self-pay, we require a minimum \$50 cash deposit on your account prior to services being rendered. Personal checks will **ONLY** be accepted after the 3rd visit. We will not accept any checks after there has been a returned check on your account.

Office Policies

***NOTE:** Please read this document in its entirety as some policies may have been updated recently.

MINORS

Patients/Guardian of a minor is responsible for providing insurance information and co pay/deductible/coinsurance at the time of visit. Minors must have signed authorization for medical treatment by parent/guardian on file if not accompanied by parent/guardian.

REQUESTS

LAB TESTS & X-RAYS

If you requested copies – for normal results, please bring a self-addressed stamped envelope with you during your visit. For all abnormal results, we will call you to make an appointment (if you have not set one up). Try not to be alarmed! Sometimes the doctor needs to see you to obtain more information, conduct further examination, or order more tests. No lab results will be given over the phone/fax/email.

DISABILITY, FMLA, OR ANY OTHER FORMS

There is a \$25.00 & up charge to complete forms and requires advanced notice of 72 hours. Fees are dependent on the request.

COPYING OF RECORDS

There will be a fee for copying of medical records and handling for your lab/x-ray reports. The fee is dependent on the type of request. Check with the medical records staff.

MEDICATION REFILLS

Maintenance medications – please make sure that you have at least 2 weeks of medicine left and make an appointment to see the doctor when it comes time for your regular maintenance visit. We do not accept medication refill requests over fax or phone. In special circumstances, we may permit medication refill requests by phone; however we reserve the right to charge a fee per medication that must be prepaid before being called into your pharmacy. Sim Family Clinic does not prescribe narcotics/controlled substances.!!!

NON-URGENT

Voicemails, emails, phone messages for non-urgent situations will be answered accordingly within 72 hours. For voicemails, please speak loud and clear. Leave your name (spell it), date of birth, and phone number where you can be reached. Call-in if you are sick. Please do not leave messages.

REFERRAL TO SPECIALISTS

Urgent – We will process it the same day and will make the appointment on your behalf.

Routine – Allow 72 hours to process and let the referral coordinator know the doctor's name, address, physician's ID, and appointment date. There will be a \$5.00 - \$10.00 charge for the time spent for getting a new one if you lose it or if you let it go past the approved dates.

RECEPTION AREA AND CLINIC COMFORT

For the comfort of all our patients and to prevent disruption to office and equipment functioning, food/drink/tobacco products/music/cell phones are not permitted. You will not be permitted to enter the patient areas while using your cell phone. In addition, no treatment or service will be administered while the patient or patient representative (parent/guardian/authorized designee) is using a cell phone. You may be asked to leave the patient area and reschedule your appointment at a more convenient time. For adults with children, please bring only the patients. Please do not allow them to eat, drink, or go unsupervised. There will be a charge for damaging property in the clinic. If the behavior becomes disruptive, you may be asked to reschedule.