

OFFICE POLICIES:

1. **CANCELLATIONS:** We require at least a 24 hour notice for cancellation of appointments so that we may offer your appointment time to another patient. If you do not provide at least a 24 hour notice, you will receive a bill for the **\$50 NO-SHOW FEE.**

2. **TARDINESS:** If you are 15 minutes late or more, you may be rescheduled in order to accommodate our other patients' appointment slots.

3. **PRESCRIPTION REFILLS:** Refill requests must be made at least one week in advance and should be faxed from your pharmacy to our office (210-493-2900) or requested through our online patient portal at www.wiotx.com. This reduces medication errors from phone messages.

4. **NARCOTICS / CONTROLLED SUBSTANCES:** Narcotics are carefully regulated medications and are generally not prescribed unless absolutely necessary. The providers at the Wellness Institute of Texas not only limit the use of narcotic prescriptions, but also want the patients who are prescribed narcotics to understand that if a patient reports the prescription was lost, a replacement prescription will not be issued. A limited number of narcotic medications will be prescribed. When the narcotic course is completed, the patient will be required to schedule an office visit and be seen by the provider. Narcotics refills will not be authorized without an office visit. Patients should be very careful with the prescription, treating it as one would cash.

5. **AFTER HOUR CALLS:** After-hours calls will be answered by our automated service. In case of an urgent matter that cannot wait for the next business day, you may reach the on-call provider. We will not call in new prescriptions or refill prescriptions after hours. Please make prescription refills and appointment requests during office hours or through our on-line portal at www.wiotx.com. See #3 above.

6. **MEDICAL RECORDS:** There is a \$25.00 fee for release of medical records. This must be paid prior to the release of records as it helps cover the cost of printing and shipping. Please allow one week to process your request.

7. **COMPLETION OF FORMS:** As per the rules adopted by the State Board of Medical Examiners, our office will respond to the requests for the completion of medical forms following the receipt of the appropriate fees. Forms will be completed within five business days. Fees for forms are as follows: FMLA \$50.00, HANDICAP Placard \$25.00, DISABILITY \$25.00, FOODSTAMP Forms \$25.00.

8. **COLLECTION AGENCY FEES:** In the event that your account is turned for collection to a collection agency, you will be responsible for the collection agency fees.
I have read and understand the policies set by Wellness Institute of Texas and agree to the terms.

Signature

Patient's printed name

Date