

Office Policies



Comprehensive
Gastroenterology

Office Hours

Office hours are Monday through Friday, 8:30am to 5:00pm.

Prescription Refills and Messages

Refills are not handled over the phone. You are required to call your pharmacy for a fax request. Requests may be faxed to (940) 243-0921. Please allow 48 hours to process the prescription. Your prescription refill will only be processed if it includes the correct name of the medicine, dosage, and instructions on how you are taking the medicine. Prescription refills will not be processed outside of normal business hours or after 12:00 Noon on Fridays, nor weekends and evenings beyond normal office hours. Please note that by calling the office multiple times this will slow down the process not speed it up and we are having to stop what we are working on to answer your call.

Physician Emergency on Call Policy

We do not have an on-call physician after hours. In case of a true life-threatening emergency call 911 or seek treatment at the nearest emergency room on weekends and after hours. You may inform the emergency room who your specialist is, and they may or may not contact Dr. Awan. It is your responsibility as the patient to inform your providers of any emergency treatment you have received. If after hours you may leave a voice message, or you may call during normal business hours and speak to a staff member.

15 Minute Late Policy

If you are 15 minutes or later for your appointment you may be asked to reschedule.

Walk-In Appointments

While Comprehensive Gastroenterology is an appointment only office we strive to get patients scheduled as soon as the schedule allows. In most cases, we can see patients the same day. Please note that there is no guarantee that you will be seen without a scheduled appointment.

Payment

Payment is due at the time of service. Due to the high cost of billing, patients unable to make their payment at the time of service will be rescheduled. Accepted methods of payment include cash, check, credit and debit card.

Form Completion

Turn around time is 7-10 days. The fee is \$40.00 and is due prior to completion of paperwork. NO EXCEPTIONS

Medical Records

Turn around time is 5-7 days. The fee is \$25.00 for the first 20 pages and 50¢ a page thereafter. A copy may be sent to a continuing care provider at no charge. A signed release must be submitted before request will be processed.

No Show Policy

Patients who "No-Show" more than one time may be charged a \$35.00 fee before re-scheduling. In addition, patients who continue to "No-Show" may be terminated from the practice. "No-Show" is defined as failing to cancel an appointment with 8 hours of the scheduled time.

Patient Termination Policy

A patient may be terminated from the practice although, it is an infrequent occurrence. Patient termination is at the discretion of the patients' provider or the practice manager. Common termination reasons include, but are not limited to, the use of foul language, non-compliance with the given treatment plan, non-compliance with medications, abusive or rude behavior towards staff, physicians, visitors or other patients.

Please sign and date that you understand our policies _____