



# GLAUCOMA ASSOCIATES OF TEXAS

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**Glaucoma Associates of Texas (GAT)** would like to welcome you to our office. The information below outlines how our practice operates. If you have any questions about these policies, please do not hesitate to ask.

## **Automated Phone System**

Our office uses an automated phone system to help direct telephone traffic. Please note the prompts as you listen to the system. Phones will be turned on at 8:00 A.M. and turned over to the answering service at 5:00 P.M. Monday through Thursday and from 8:00 A.M. to 12:30 P.M. on Friday.

A few notes about the phone system:

1. Phone messages are prioritized according to urgency. Urgent calls should not be left on voice mail during regular office hours. You will need to speak directly to office staff if you are experiencing an eye emergency.
2. Non-urgent calls will be answered by the end of the business day.
3. Prescription refills will be completed by the end of the business day.
4. Medical record requests left on the phone system will be answered daily. Please allow 72 hours to have records available and these can be picked up, faxed or mailed. Records will not be sent without a signed records release form.

## **After Hour Calls**

All after hour calls will be answered within a timely manner.

## **E-mail Policy**

E-mail questions submitted via the Patient Portal will be answered by the following business day. We ask that only the Patient Portal be used for electronic communication with our office in regards to medical information. Communication through the Patient Portal is encrypted, and therefore protected against hacking. Communication directly through the website is not encrypted and should only be used if no personal or medical information is being transmitted.

## **Forms**

Various forms and letters are often lengthy and may take extra time to be filled out. Please allow up to 3 business days for forms or letters to be completed by our office. There will be a \$25.00 charge for letters or forms needing more than a signature.

## **Inclement Weather Policy**

In the event of inclement weather, our office may delay opening or be closed. If Dallas Independent School District (DISD) is open, our office will also be open. If DISD is closed, the office will delay opening until 10:00 A.M. so that physicians/staff can determine the plan for the remainder of the day. Our automated phone system will be updated with information regarding if office is open or closed during inclement weather. Our website will also have information in such an event. If you are unable to make your appointment due to inclement weather, you will not be charged a "no show" fee.

## **Late Policy**

If you are more than 15 minutes late for your appointment, you may be asked to reschedule for a later date. Please note there will be an extended wait time if you are late for your appointment.

## **Appointment No Show Policy**

Failure to cancel your appointment within 24 hours' notice will result in a \$25.00 charge.

## **Follow Up Visits**

On each visit, a vision test, the names and frequency of medications used with time of last dose, and intraocular pressure will be recorded. Additional examination and procedures will be done as required. If a laser treatment or dilated exam is scheduled, please bring someone to drive you home. Your vision may be blurry for a few hours afterwards. If you are being seen for an eye emergency, you may not see your regular physician. Work-in appointments are scheduled with the first available physician.

## **Financial Policy**

If you have insurance coverage, we will file your claim with your carrier. Please bring your current insurance cards with you to each visit. If you are a member of an HMO, you will need to bring a referral. Failure to do so will result in your having to pay for services in full or the appointment may be rescheduled so that a referral may be obtained. If you have a co-pay or your deductible has not been met, it will be due at the time of service. If you are a self pay patient, full payment is expected the same day services are rendered. We accept cash, check, money order, debit, and all major credit cards.