



## Neurology Institute of San Antonio

# PATIENT INFORMATION

Please take a moment to familiarize yourself with the Neurology Institute of San Antonio patient information.

**Appointments:** All patients are scheduled by appointment only and the time is scheduled exclusively for you. Appointments are scheduled with the intent to see you at the scheduled time. However emergencies sometimes occur and emergency patients are provided the necessary time for treatment. Delays may sometimes occur.

New patients and patients who are scheduled for a test will be reminded of the appointment two days prior via an automated system and one day prior via a phone call from the office. Follow-up appointments will receive an automated reminder two days prior to the appointment. Patients who do not confirm the appointment are subject to having the appointment cancelled and another patient booked in that appointment slot.

**New patient Forms:** For your convenience new patient forms are available on the NISA website. If these forms are not completed prior to your appointment, please plan to arrive 30-minutes prior to your scheduled appointment to allow time to complete them. Depending upon the nature of your visit, you may need to complete additional forms. **If you have not completed all of the forms prior to your scheduled appointment time, your appointment may be rescheduled for another time or date.**

NISA realizes these forms require considerable information. However, medical history and documentation regarding your history and symptoms is important for the clinical providers to manage your care. We apologize for any inconvenience.

**Clinical Providers:** Due to the nature of our practice, NISA staff will schedule patients for the soonest possible appointment. NISA employs Physician Assistants to support the physicians with the volume of patients requiring medical care each day. These clinical providers are highly qualified and trained specifically to treat the medically complex patients seen in this office. We attempt to schedule patients for the first available appointment. Therefore, patients may be scheduled with any of our clinical providers. The physician supervises the care of each and every patient but does require assistance to ensure patients are cared for in a timely manner.

**Cancellations/Late Arrival:** We reserve your appointment exclusively for you. In order that we may serve all of our patients, we ask that if you need to cancel your appointment, you provide notice not less than 24-hours prior to your scheduled appointment. **For appointments cancelled with less than a 24-hour notice, cancellation fees apply: \$50 for a follow-up appointment; \$100 for a new patient appointment and \$150 for a procedure or test appointment.**

If you are going to be late for your scheduled appointment, please contact the office as soon as possible. Dependent upon the schedule, late patients may be moved to a later appointment, as close to the originally scheduled appointment as possible, or rescheduled for another day.

**Identification:** For your protection, valid photo identification will be required at the time of your appointment. If you do not have valid picture identification with you at the time of your appointment, it will be necessary to reschedule the appointment.

Additionally, NISA will require a copy of the front and back sides of your current health insurance card(s). Should you not have this available, it will be necessary to indicate you are a private-pay patient necessitating that you are responsible for all charges related to the appointment, at the time the services are provided.

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**Medical Records:** It is important that NISA maintains a current and accurate medical record on your behalf. Therefore, at the time of each appointment, NISA staff will ask you if any information has changed (e.g. name, address, guarantor, insurance, telephone, medications, new medications, symptoms or conditions). It is your responsibility to ensure any updates are provided. We appreciate your cooperation in keeping us informed so that we may better serve you.

**Payment for Services:** Payment for services is required at the time services are provided. For your convenience we accept: Master Card, Visa, American Express, debit cards, and local checks. Payment options may be available through the NISA billing office. Please contact our billing department to discuss payment plan options.

**Insurance:** NISA accepts various insurance plans. Each insurance plan has its own unique stipulations, coverage limits and requirements for the plan participant (you the patient). Insurance is generally a contract between you, (generally) your employer and the insurance company. NISA is not a party to that insurance contract. Our relationship is with you, the patient! The staff at NISA will verify your benefits prior to the time of your appointment. However, due to the various plan types, and the variations in coverage, we ask that you take the time to discuss your visit with your insurance provider or your employer's benefits manager, so that you are aware of your responsibilities and all applicable fees for which you will be responsible for at the time of your appointment.

All charges not covered by the insurance plan are the guarantor's responsibility.

**HMO:** If your insurance is through an HMO, it is your responsibility as the patient to coordinate all necessary referrals prior to your appointment, including a determination as to whether or not the NISA physician is a "participating physician" with your individual HMO insurance plan. If NISA is not a participating provider, it will be your responsibility to pay all applicable charges at the time services are provided.

**Prescription Refills:** You should contact your pharmacy and ask them to contact our office for the authorization to refill. Some prescription requests are sent electronically. For those refills, the pharmacy will contact NISA through electronic means. Once the refill has been authorized, your pharmacy will be notified, generally within 24-hours (excluding weekends and holidays). You may also request a refill through your patient portal. (If you do not have patient portal access, please contact the office.) **Refills will not be authorized through the after-hours emergency contact line. If you have not seen a NISA physician within the last twelve (12) months, a refill request will not be authorized.**

**Clinical Questions:** Please call the main office number at (210) 692-1245 to leave a message. Calls left on the answering machine at night, on the weekends, or on a holiday will be managed the next business day. Clinical questions will be documented on a message log and routed to the appropriate clinical provider. Please provide the numbers where you may be reached, both day and evening. Your call will be returned at the first opportunity. Making multiple calls or leaving multiple voice mails slows the process for you and all other patients. NISA staff attempt to answer all messages by the end of each business day.

**Documents** FMLA, Disability and similar documents will be completed as applicable. There are fees for completing these documents. Payment must be made **before** the document(s) will be released.

**Questions:** Please feel free to ask questions of any of our friendly staff. We are happy to assist you and to ensure you have answers to your questions. You may also ask to speak with a supervisor or with the administrator at any time.

\_\_\_\_\_  
Patient/Guardian Signature

\_\_\_\_\_  
Patient Printed Name

\_\_\_\_\_  
Date