

PEDIATRIC NEUROLOGY OF DALLAS

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OFFICE POLICY

In an effort to answer your questions and improve our efficiency, we have compiled the following office policies:

OFFICE HOURS AND APPOINTMENTS:

Office hours are 8:30 am – 4:30 pm Monday through Friday

Limited Saturday appointments are available.

APPOINTMENTS:

When calling to schedule an appointment please tell the office assistant the reason for the appointment. More acute cases are given priority. Please help us keep on schedule by arriving 30 minutes before your appointment for new patients and 15 minutes for a follow up. If you arrive more than 15 minutes late, we may have to reschedule the visit. If you do not cancel your new patient appointment at least 24 hours in advance, we may not permit you to reschedule.

In addition, there may be a charge for follow up appointments cancelled less than 24 hours in advance.

ROLE OF REFERRING PHYSICIAN:

Since this is a practice in consultative pediatric neurology, it is mandatory that each patient have a primary care physician, be it a general pediatrician or family doctor. You/your child's primary care physician will be kept informed of you/your child's progress and current neurological status. You/your child's primary care physician is the doctor you should contact for routine care.

AFTER OFFICE HOURS:

The phone is answered 24 hours a day, 7 days a week via answering service for emergent calls.

PLEASE DO NOT HAVE THE PHYSICIAN PAGED FOR NON-EMERGENT CALLS (such as prescription refills, follow up appointments). If you subscribe to "caller ID" and "anonymous call rejection", please be advised that most phones utilized by our doctor and staff have caller ID blocking and will reflect "anonymous" or "private" when your phone calls are returned. Be aware this could be a problem if the doctor or staff need to reach you with information regarding your child. There may be a charge for non-emergent after hour phone calls. This will be billed directly to you and will not be filed with your insurance carrier.

MEDICATION REFILLS:

Dr. Moein always prescribes enough medication to last until the recommended follow up visit. However, if a medication refill is needed prior to your follow up appointment, requests for medication refills should be called in during regular office hours. **Please do not request refills for medications after hours or week-ends.** Keep track of your supply of medication and request refills before running out.

STANDARD MEDICATIONS:

To request a refill for a standard medication, call our refill line at 972/566-5656. Leave you/ your child's name, date of birth, the name and dosage of the medication that you are requesting. All prescription requests are processed Monday – Friday 9am to 4pm. We require 24-hour notice for standard prescriptions. For routine refills from the retail and mail order pharmacies, have the request faxed to our office, 972/566-5627.

CONTROLLED MEDICATIONS:

These medications are strictly controlled by the State of Texas and must be written on specialized prescription forms, referred to in the past as “triplicate but now CII.

Please note the following information:

To request a prescription for these medications, call our prescription line at (972)566-5656. These medications cannot be called into the pharmacy. Please confirm your address with every request.

Upon receiving your prescription, please check the prescription before presenting it to the pharmacy for any potential discrepancy that can occur from changes in physician's directives between office visits, address change or other clerical information that might require updates or corrections. The prescription must be presented to the pharmacy and/or sent into a mail order pharmacy immediately. The written prescription expires 21 days after the date of the prescription. Due to the time involved in the process of CII prescriptions, there is a \$15.00 fee for each prescription. This will not be billed to your insurance company. We accept MasterCard, Visa, Discover, American Express and cash. Credit card information is NOT kept on file and must be given at each request for the medication.

MEDICAL RECORDS:

Letters and narrative reports are routinely sent to the primary care physician. We require written consent from a parent or guardian prior to sending medical records to anyone other than your primary care physician. NO INFORMATION REGARDING THE PATIENTS WILL BE RELEASED TO ANYONE WITHOUT WRITTEN AUTHORIZATION FROM THE PARENT OR GUARDIAN. If you want a copy of your child's records sent to another physician or for any other reason you must provide us with a written, signed authorization with the name and address where you wish the records to be sent. We require 10 working days to process the medical record requests. In addition, there may be a fee charged of \$25.00 for copying the records.

SCHOOL, CAMPS AND MEDICATION FORMS:

Please bring your forms to us as soon as you receive them. Be sure to fill in your CHILD'S NAME and DATE OF BIRTH along with all the portions designated to be filled out by the parents prior to submitting your form to us. If you are bringing a form with you to your appointment, in most cases, we will be able to complete your form before you leave. There are times when our office is extremely busy and you may be asked to leave the form with us for completion. If you are dropping off, faxing or emailing a form to us, please allow 3 to 5 working days to complete. We will call you when your form is ready to be picked up. There is a \$25.00 form fee.

PAYMENT POLICY:

Payment is due when services are rendered. We do not file insurance with companies we are not contracted with. All office staff have been instructed to inform patients of our fee policy when appointments are scheduled. If you have any questions regarding payment you may discuss them with my office staff. We are affiliated with some HMO/PPO plans. If you are enrolled in a plan that we have a contract with you are only required to pay the co-payment/co- insurance and/or deductible at the time of service. For insurance companies we are not contracted with, we provide a receipt that has been specifically designed to enable you to file insurance yourself for reimbursement. The receipt is simply attached to your insurance form and submitted. You will be reimbursed directly according to your plan benefits.

Medicaid assignment is NOT accepted at this office.

YOUR INSURANCE COVERAGE IS AN AGREEMENT BETWEEN YOU AND YOUR INSURANCE COMPANY. IT IS YOUR RESPONSIBILITY TO OBTAIN A CURRENT INSURANCE REFERRAL FOR YOUR APPOINTMENT PRIOR TO THE DAY OF THE APPOINTMENT. IF YOU DO NOT HAVE YOUR REFERRAL UPON ARRIVAL, WE MAY NEED TO RESCHEDULE YOUR APPOINTMENT. PAYMENT OF YOUR ACCOUNT IS YOUR RESPONSIBILITY. Billing is automated and accounts over 90 days are automatically turned over to an agency for collection. We accept MasterCard, VISA, Discover and American Express for your convenience. We do not accept checks.

MATTER OF DIVORCED PARENTS:

Payment is the responsibility of the parent who brings the child for treatment. This is regardless of the terms outlined in a divorce decree. This is a matter between the divorced parties and the courts; we cannot be placed in the middle.

HOSPITALIZATIONS:

Dr. Moein is affiliated with Medical City Dallas Hospital of Dallas.

Thank you for choosing Pediatric Neurology of Dallas and we look forward to working with you and your child!