

Charles Mabray, M.D.
115 Medical Drive, Suite 202, Victoria, Texas 77904

Office Policies and Procedures

Please read over Dr. Mabray's office policies and procedures, **INITIAL** by each then sign and date at the bottom that you understand and will be compliant.

- _____ 1. Dr. Mabray is a **specialist**; therefore, he can not be your PCP (primary care physician).
- _____ 2. Dr. Mabray sees patients by appointment only. This in not a WALK IN clinic.
- _____ 3. If you are unable to keep your scheduled appointment, you must call and cancel at least one working day before your appointment. If it is after office hours or the weekend, wait for the answering service to get on the line and leave the message with them. Failure to do so, regardless of your situation will result in \$25.00 miss appointment fee that must be paid before your next visit with Dr. Mabray. We attempt to call as a courtesy to you to remind you of your appointment.
- _____ 4. Prescriptions: We will handle refills during regular office hours. You must call your pharmacy and have them fax a refill request to Dr. Mabray. If follow-up appointments are not kept at the recommended interval, we reserve the right to deny your refill until seen.
- _____ 5. Patients requesting new prescriptions for ailments without an office visit will be charged \$25.00.
- _____ 6. After office hours phone calls to Dr. Mabray will be billed accordingly.
- _____ 7. **Financial Policy:** Copays, deductibles and/or coinsurance will be collected at the time of service. After 90 days any outstanding balance will be sent to the Doctor's Recovery Bureau for collections and the balance must be paid in full before seeking further medical treatment.
- _____ 8. **Test Results:** You will receive test results by phone through our service, MedVoice. MedVoice will notify you when Dr. Mabray has reviewed your test results. When you receive the MedVoice prompt, you must call **1-800-536-3132**, enter your social security number and listen to your message. If Dr. Mabray tells you that he needs to discuss this with you, please call our office to set up an appointment to do so.
- _____ 9. You may request copies of your medical records by signing a records release. You are responsible for payment of these records before they will be mailed from our office. There is a \$25.00 fee for the first twenty pages and 50¢ for each additional page, plus shipping and handling. This is the standard fee dictated by the Texas Medical Board. Records will be sent to the patients so that you can make additional copies for yourself before giving them to another doctor.
- _____ 10. Dr. Mabray is contracted with numerous insurance companies. It is your responsibility to verify with your insurance company if he is a provider, if you need a referral from your PCP and if they will cover your visit.

Patient Signature: _____ Date: _____