

# Welcome to the Alkek Eye Center

We are very pleased that you have chosen us for your eye care. We are providing the following information to you about Alkek Eye Center so we can provide you with the best care possible.

## **SCHEDULING AN APPOINTMENT:**

Please make your appointments by calling 713-798-6100. When you need to make a return appointment with your doctor for a later date, it can also be made when you check out at the front desk in the clinic.

Please have your insurance, referral information, and routine pharmacy phone number and location available at the time you call.

1. If you have an HMO, a referral from your primary care physician is required. It is your responsibility to get the referral. If this referral is not in place at the time of your visit, you will be responsible for payment. A call to your primary care physician's office will ensure this is complete.
2. Your pharmacy information is recorded so that your prescriptions can be sent electronically to that specific pharmacy when needed.
3. Your insurance may be re-verified at every visit as many insurance policies are approved on a 30 day basis. Please bear with us on this seemingly repetitive issue.

## **CHANGING AN APPOINTMENT:**

A 24-hour minimum advance notice to cancel or change an appointment is appreciated so that your appointment time may be given to another patient in need of care.

## **BEFORE YOUR APPOINTMENT:**

If your new physician would like to see your records from another physician, it is important that you request your records as far in advance as possible. Attached is a medical records release form that you should fill out and give to your previous physician's office. It may take several days for your request to be processed and received by their office, so plan accordingly.

## **CLINIC LOCATION:**

We are located at 1977 Butler Blvd., Houston TX. 77030. A map of the area is enclosed if you are unfamiliar with the area. Normal business hours are Monday – Friday, 8 AM – 5 PM. You are responsible for parking costs. There is an automated machine located in the building main lobby that will take either cash or credit card. Self or Valet parking is available.

## **DAY OF YOUR VISIT:**

Please consider traffic and parking time when you plan your trip to the clinic so that you can arrive on time. If you are more than 30 minutes late, you may be asked to reschedule or wait.

If you are a new patient to our clinic, please arrive a few minutes early if possible. You will be asked to fill out a medical questionnaire regarding your health and review documents regarding your health care privacy and about charges for certain tests that may not be covered by your insurance. The questionnaire is generally required prior to your being seen by a staff member in an exam lane.

## **CHARGES:**

**Non-Covered:** Certain tests in Ophthalmology may not be covered by your insurance. These may include refraction (vision exam) for a pair of new glasses, certain tests that draw a map of the front surface of your eye, and some surgical procedures. Please check with the front desk agent or a technician before any tests are performed so you know what charges you may be responsible for that day. We do not submit non-covered charges to Medicare.

**Deductibles and Co-Pays:** Payment is expected at the time of service in all cases.

**PRESCRIPTION REFILLS:**

Please let the technician know if you need a refill on a prescription at the time of your visit so it can be sent electronically to your pharmacy the same day as your visit.

Please have your pharmacy call 713-798-6100 or fax a request to 713-798-4082 or 713-798-6465. Fax refill requests will be returned to the pharmacy within 48 hours. Please verify with your pharmacy that they have the correct fax number. Prescription refills will be honored by pharmacy placed calls only

**COMMUNICATION WITH YOUR PHYSICIAN:**

Please call 713-798-6100 for medical questions with your physician. A return call can be expected the same day from our triage technician or your physician's technician. Please verify your contact information with the agent to ensure that we call you back at the correct number. It may take several hours for routine inquiries.

**MEDICAL RECORDS RELEASES:**

It may be necessary for your records from your doctor in this practice to be released outside this office. You must fill out and sign a medical records release request that is received by this office before your records can be released. You can mail the release to the clinic address or fax it to 713-798-6465 or 713-798-4082. Releases for records for minor patients (under the legal age of 18) must be signed by the patient's legal guardian or parent. A copy of the legal guardianship must also be supplied as well as the completed release. Releases for records of adult patients that cannot sign their own forms or adult patients with a legal guardian must also be accompanied by a Power of Attorney or court order showing the signee as a designated power or guardian for that patient.

Medical records releases may take up to 7 business days for release from this office. Many of these records are best sent via USPS because of the color properties of tests performed. Please plan in advance if you need these records for another physician appointment. Records can be faxed if you supply a fax number if there are no diagnostic tests that are required to be sent in color.

There may be charges for the release of your records. You will be contacted by our Medical Records department if there are charges that must be paid prior to the release of your records. We do not send out a confirmation to you that your records have been sent.

**PRESS GANEY:**

Your comments about how we are meeting your medical care needs is important to us. Baylor College of Medicine participates in the Press Ganey reporting system for this feedback. If you receive an anonymous request in the mail from them, we would like to encourage you to complete the form and send it back so we can continue to improve our customer/patient service.

**AFTER HOURS EMERGENCIES:**

All calls placed after 5 PM, weekends, and holidays are handled through the Answering Service. If you need to contact your physician after clinic hours, please call 713-798-6100 and the answering service will route your call to the physician on call.

**ADDITIONAL INFORMATION YOU MAY NEED:**

Website: [www.bcm.edu/eye/](http://www.bcm.edu/eye/)

Contact Lens Re-Order Phone Number: 713-798-3048

Refractive Surgery Information/Scheduling Number: 713-798- 4892 or 713-798-8273

Email: [info@baylorvision.com](mailto:info@baylorvision.com)

Medical Records Phone Number: 713-798-3040

My Chart website: Please see a front desk agent about availability

BCM Optical: 713-798-2020 Fax: 713-798-2021 E-Mail: [bcmoptical@bcm.edu](mailto:bcmoptical@bcm.edu)