



2525 South Lamar Unit 12, Austin Tx
512-647-1300 Office 512-647-1301 Fax

OFFICE HOURS: MONDAY-FRIDAY 9am. - 4:00pm.

Before and after our scheduled office hours our answering service is available to answer your calls. The answering service cannot change nor cancel appointments. In the event your call is an emergency, please call 911 for assistance. Patients needing to reach the Physician or nurse during business hours for medication refills or general questions may leave a message on their voicemail. Messages are typically returned within 24 to 48 hours.

APPOINTMENTS – AMCOT is committed to providing continuous coverage and quality care to our patients. Please be prepared to provide updated demographic and insurance information when scheduling an appointment and medication count.

All patients must notify the office **512-647-1300** of any appointments/cancellations within **48 hours** of their scheduled appointment. Failure to notify the office will be charged a **full payment** assessed to your account. **(Office staff will give a courtesy call – but is not required). \$25 for EARLY REFILLS before your schedule appointment.**

(TEXTING PHYSICIANS FOR MEDICAL QUESTIONS OR CONCERNS WILL BE CHARGED \$25 TEXT)

TRANSFER OF CARE – We are happy to forward your medical records to your new provider should you choose to seek care with another Physician.

FINANCIAL OBLIGATION: It is our office policy to collect payment from patients at the time services are rendered. This includes any outstanding payment that was required after hours services as stated in your financial contract with our clinic. We accept cash, and credit cards. **We do not accept Insurance or Medicare/Medicaid.** On your behalf as a courtesy, we will provide you with an Invoice to submit for your insurance company for you to file the claim.

FORMS/LETTERS/MEDICAL RECORDS – A minimum of a **\$30.00 fee will be applied to the completion of forms or letters requested by our office.** Extra charge over 50 pages (**25¢**). **Payment is due when you collect the completed forms/letters.** FMLA paperwork or other forms require a 7-business day turnaround for completion. **(NO CHECKS)**

DRUG TESTING: IF YOU ARE SELECTED FOR A DRUG TEST YOU ARE REQUIRED TO COME IN THE SAME DAY! **NO SHOW IS A POSITIVE.**

Signature

Date