

OFFICE POLICY

**Please sign and date that you
Have read and understand
Our Office Policy
on the next two pages.**

THANK YOU!

Printed Name of Patient or Personal Representative

Relationship

Date

Signature of Patient or Personal Representative

Date

Witness

Date

OFFICE POLICY

City of Bryan/BISD Employee Health Center

Welcome to the City of Bryan/BISD Employee Health Center. Our practice is committed to providing comprehensive, patient-centered healthcare to you and your family.

Care Team Responsibilities: We pride ourselves on providing you with team-based care in which each member of your care team fully utilizes their specific skills and abilities. Your care team may be comprised of providers, nurses, medical assistants and office associates.

Communication: We work to coordinate your care across multiple settings, including primary care, other specialties, urgent care and emergency medicine. Below are the communication processes you can expect from us:

- Any procedures, tests and prescribed medications are accessible by your care team in your electronic medical record.
- We will release information ONLY to you, or to the individual you designated on the Medical Release of Information form.

These efforts are part of our mission to eliminate duplicate paperwork, unnecessary tests and, most importantly, provide the care you need, when you need it and in a manner which you can understand.

Our Expectations of Our Patients: In order to allow us to provide you with the best possible care, it is important that you share your physical and mental health history, your medication lists, allergies and any social factors (living situation, relationship status, etc.) which may affect your physical, mental or emotional health. Please also provide the names and contact information of other providers you may be seeing. This way, we can understand your health from a whole-person perspective. In the following sections you will find more information about our expectations from you as our patient.

Thank you for choosing the City of Bryan/BISD Employee Health Center to provide care for you and your family.

Employee Health Center Hours, Express Care Locations and Appointment Types

EMPLOYEE HEALTH CENTER BUSINESS HOURS

(Please note – all hours are subject to change)

Monday–Thursday 7:30 a.m. – 5:30 p.m. Closed 12:00 – 1:00 p.m. for Lunch
Monday-Friday Walk-Ins (Limited Availability for Acute Care ONLY) 7:30 – 8:30 a.m.
Friday 7:30 a.m. – 3:00 p.m. Saturday 8:00 a.m. – 12:00 p.m.

- **Walk-Ins:** We are able to see a limited number of walk-ins Monday-Friday between 7:30 & 8:30 a.m. These visits are 15 minutes long and for acute illnesses only.
- **Same Day Appointments:** We are pleased to offer you the convenience of same day appointments for routine and sick visits. Your provider has a limited number of appointments reserved for these visits and, while we cannot always guarantee that your provider has availability, we will make every effort to work you in with another provider.
 - **Routine Visits** – yearly physicals, check-ups, wellness visits, etc.
 - **Sick Visits** – fever, sore throat, flu, colds, abdominal pain, etc.

CHI ST. JOSEPH HEALTH EXPRESS CARE LOCATIONS

College Station Express Care
4401 Hwy 6 South, College Station
(979) 731-5200

Bryan Express Care
2010 East Villa Maria, Bryan
(979) 821-7373

Texas Avenue Express Care
1580 South Texas Avenue, College Station
(979) 690-4878

- **After Hours Care:** Please go to one of the Express Care locations listed above or to a CHI St. Joseph Health Emergency Room. Co-pays and deductibles will apply.

- **Urgent Care:** If you are experiencing any of the following symptoms or have a medical emergency, REPORT TO THE NEAREST EMERGENCY ROOM IMMEDIATELY – not to the Employee Health Center or Express Care.
 - Chest pain, especially in men over 35 and women over 45.
 - Shortness of breath
 - Vomiting blood
 - Stroke
 - Fainting spells, especially in men over 35 and women over 45.
 - Throat swelling from allergic reaction

Arriving for Your Appointment

- Please remember to bring past medical and/or vaccination records, medication, insurance card and photo ID.
- **New Patients:** You are encouraged to be at least *30 minutes early* to your appointment to fill out new patient paperwork. If you have already completed your new patient paperwork, please arrive *15 minutes early*.
- **Established Patients:** You are encouraged to be *10-15 minutes early* to your appointment.
- If you are **more than 5 minutes late**, the front staff will inform you that you are late and we will work with you to either reschedule your appointment with:
 - The other provider for the same day, if an open time slot is available, or
 - Your provider for the next available appointment
- **Cancellations:** Please call at least *1-hour* before your appointment if you need to cancel. This allows us to provide that time slot to another patient. If you do not contact our office to cancel your appointment within the minimum 1-hour notice of your appointment time, this will result in a NO SHOW appointment.
- **No Show Appointments:** If you do not come in for your appointment and did not call to cancel or reschedule 1-hour in advance, you will be considered a NO SHOW. After your first NO SHOW, you will be sent a warning letter in the mail. If you then NO SHOW 2 more times, you will not be able to schedule an appointment for the next 6 months and will need to rely on walk-in times, Monday-Friday between 7:30 & 8:30 a.m., if available.
- **Treatment of Minors:** We are happy to see children ages 2 to 5 *for acute illnesses only* and children over 5 years of age for all medical care. Patients under the age of 18 must be accompanied by a parent/guardian or have written permission *for every visit* for treatment from a parent/guardian if they are accompanied by another adult.
- **Cell Phone Usage:** In order to provide the best care possible, we request no cell phone usage during patient visits. It is in the interest of your health and safety that you give your full attention to your provider and be an active participant in your treatment plan.

Prescriptions and Medications

- **Medications:** Please bring *all* your current medications with you to every appointment. We ask you to bring your medications in the original bottle(s) so we may verify each medication's name, dosage, etc. This information will allow your provider to better care for you. We may not refill a specific medication if the medication bottle was not brought into verify the medication, dosage, etc.
- **Prescriptions and Refills:** The best time to get a prescription refill is at your appointment. If you need a refill, please *contact your pharmacy* and allow 48 hours for processing. *DO NOT* wait until you have run out of medication. Some medications have potential side effects that must be monitored. We require check-ups every 3-4 months for these medications. Be sure to keep these follow-up appointments.

Some prescriptions cannot be called in; these are controlled substances that require a triplicate prescription. The prescription must be written for you to pick up and will be processed within 48 hours. You are required to bring a photo ID each time you pick up these prescription(s). *For your safety, only the Patient or Guardian of the patient may pick up the triplicate prescription.*

- **Narcotic Prescriptions:** We *DO NOT* prescribe narcotics. If you require *chronic* use of narcotics, our providers will refer you to the Employee Health Center medical director or a pain management specialist.