

**RANDOLPH FAMILY MEDICINE  
DR. MARK B. RANDOLPH**

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SAN MARCOS, TEXAS 78666

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**OFFICE AND COLLECTION POLICES**

**Office Visits**

We request that you make appointments for all your visits and be aware of the office hours. Our philosophy is to provide you the highest quality of care.

We know that your time is as valuable as ours and we make every effort to keep our schedule on time. Please notify us in advance if you are unable to keep your appointment. Patient who are more than 15 minutes late for an appointment will need to reschedule and may be subject to a fee of \$25.00. Appointments not canceled *at least three hours prior* to the scheduled appointment time may be subject to a cancellation fee of \$25.00 for office visit and \$100.00 for allergy testing. Extenuating circumstances will be taken into consideration.

Always bring current medications or a list of all of your current medications, with the exact dosages, to each office visit.

**Office Hours**

Monday and Tuesday 9:00am – 5:00pm, Wednesday 9:00am – 7:00pm, Thursday 9:00am – 12:30pm, and Friday 9:00am - 4:00pm  
We are closed for lunch most days 12:30-1:30. Allergy shot patients must come in no later than 30 minutes prior to closing.

**Telephone Calls**

Our office staff will be happy to answer your questions about office policy and scheduling. Medical questions will be referred to one of our experienced nurses or one of the doctors. Extended phone consults or after-hours and weekend calls resulting in telephone treatment may be billed a telephone visit from \$10.00 to \$40.00.

**Non-Urgent Pharmacy Requests**

It is very important that prescription medications are renewed in a timely manner. We operate a 24-hour-a-day voice-mail box for our patients to leave non-urgent prescription renewal requests. Prescription requests are retrieved twice daily on weekdays. Our policy is to complete your non-urgent request by calling your pharmacy within 24 hours of the message being left. Control medications will not be refilled without an office visit.

**After Hour Calls**

All routine matters should be handled during regular office hours. However, a physician from our call group can be reached at all times. If you believe your situation is critical, always go to an emergency room where the physicians there can assist you.

**Privacy and Security**

Randolph Family Medicine holds all information pertaining to the care and treatment of our patients in the strictest confidence. All information in the patient's medical record is maintained with the utmost care and respect to preserve privacy and confidentiality. Randolph Family Medicine fully complies with the Federal Government's mandated HIPAA requirements for patient confidentiality and privacy of healthcare information. As a new patient, you will be asked to review and acknowledge receipt of our Notice of HIPAA Privacy Practice that outlines the circumstances for which we can disclose protected health information without authorization. Only the patient can provide the authorization to release records necessary for Randolph Family Medicine to disclose protected health information. A patient may request a copy of their medical record in the office for a fee.

**Collection Policy**

All payments are due at time of services rendered. Dr. Randolph has a legal obligation to the insurance companies he is contracted with to collect co-payments, deductibles, and co-insurance amounts. Once a balance reaches 60 days old, regardless of payment received, it will be transferred for further collections to a third party or other actions may follow. There will be a charge for filling out forms that require a signature and writing letters of \$15.00 and up. There will be an added charge of \$25.00 for all returned checks.

**Termination of Patient/Physician Relationship**

Patients may be terminated for many reasons, the most common being non-compliance with treatment. If you are terminated from the office you will have 30 days to find another physician. Upon finding a new physician a medical release will need to be signed so your medical records can be transferred. A termination can also include your immediate family, depending on the reason for your termination.

**I have read and understand the office/collection polices of Randolph Family Medicine. A copy can be obtained upon request. Thank you!**