



**Drs. Carll, Park,
Viere and Lin**

Office Policies

Office Hours

Our office hours are Monday through Friday
8:30AM to 5:00PM.

After Hours

Our office has a Physician and Certified Physician Assistant on call after hours for our post op patients. Call our main number (214) 370-3535 and our answering service will page the assistant on call. However if you are having a true emergency, call 911.

Appointments

You may schedule an appointment through our main switchboard at (214) 370-3535. If you need to reschedule an appointment, we ask that you call as soon as possible so that we may call patients on our waiting list. Please bring your insurance card with you to each appointment.

Release of Information

Due to HIPAA we can not speak with anyone regarding your health care unless you have signed a release of information. Please ask the front desk for this form upon check-in.

Billing

If we are contracted with your insurance carrier, our office will file all insurance claims directly with your carrier. If you should have a change in

insurance during your course of treatment, please communicate this to our office to avoid any unnecessary bill to you. All co-pays, deductibles or co-insurance are due at the time of service. Our office accepts cash, check, Visa, MasterCard, Discover and American Express.

If you have questions regarding your account, please contact our billing department at (214) 370-3535.

Surgery/Tests

Any co-pays, deductibles and/or co-insurances will be due prior to the service unless prior arrangements are made with our administrator.

Disability Forms

All disability forms or FMLA paperwork does require 7-10 business days for processing and fees do apply. The cost is \$10 per page. All forms can be mailed to the patient or picked up. If you would like for Texas Spine Consultants to fax your paperwork directly to the insurance company or your employer, we must have a written consent to do so.

Film Requests

As of June 2008 Texas Spine Consultants uses digital film. Therefore, if you would like a CD of any of your tests or plain films there is a \$5 charge per CD. Any films taken prior to June 2008 may be checked out by calling medical records and requesting them. You will be required to sign them out and return them within 60 days as they are part of your permanent medical record. Please allow at least 24 hours notice to pick up films.

Prescription Refills

Texas Spine Consultants does not process prescription refills via phone or fax. If you need a refill on any of your medications you will be required to make an appointment. No medications will be refilled after hours, so please be sure to make an appointment before you run out of medications.

Medical Records Request

All medical records requests must be submitted in

writing by a formal written release. A copy of Texas Spine Consultants release is available to you via fax or mail. No hand written requests can be processed due to HIPPA regulations.

You can fax or mail the request to Texas Spine Consultants for processing.

All requests for medical records will be processed within 15 business days. The processing fee is \$25 up to the first 20 pages and \$0.15 per page thereafter. Postage will apply unless the information is requested by a licensed Texas health care provider or a physician licensed by any state if requested for purposes of emergency or acute medical care.

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