



PEDIATRIC LUNG DISEASES • ASTHMA AND ALLERGIC DISEASES OF CHILDREN AND ADULTS

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MEDICAL OFFICE POLICY

1. Appointment times are approximate only, as each patient requires individualized attention by the doctor and their staff for whatever time period that may be necessary. The doctor, as a specialist, may also be confronted with emergency cases during the day, which may cause delay in our schedule. If this happens we will try to contact our patients to give them the option to come in at a later time or to reschedule at their convenience. Please try to understand if you are asked to wait for the doctor.
2. We have a 30-minute grace period for all appointments. If you are late you will most likely be asked to reschedule to a later time. We ask that all our patients be on time so that we can stay on schedule, minimizing patient inconvenience.
3. Phone calls are returned within 24 hours. If you are having an acute problem we will call you back during the business day.
4. Prescriptions are given to patients at their visit and it is the patient's responsibility to take them to the pharmacy. If you lose your prescription, we will mail another to you or you can pick up another at our office. If you have a mail order prescription program through your insurance plan, we will mail the prescription to you. If you wish to have a prescription called in and it is not an EMERGENCY, we will call it in to your pharmacy within 24 hours.
5. Co-pay must be paid at the time service is rendered. If you do not have your co-pay with you, you will be asked to reschedule your appointment.
6. It is your responsibility to know what your insurance provides. Please read your policy and know its provisions, as well as its exclusions. It is not possible for the doctor and staff to be knowledgeable about the coverage of the hundreds of health care plans presented for claims. To avoid any misunderstanding you are encouraged to discuss fees with the insurance coordinator or any other staff member prior to treatment. Referrals are the responsibility of the patient to obtain.
7. As a courtesy, our office will assist you in filing your claims with your insurance carrier. However, you are personally responsible to make sure that the claims are paid in a timely manner. If your insurance company does not respond within forty-five (45) days, you will be billed for the entire amount.
8. Failure to give at least 24 hours advance notice to cancel or reschedule appointments will result in a charge to your account for a broken appointment. Our fee is \$25.00 and will have to be paid before your next appointment.
9. Allergy injections and office visits are not permitted on the same day.
10. Perfumes, cologne, aftershave as well as food and drinks are not permitted in our office.
11. In accordance with Texas State Law and the American Medical Association, all patients under the age of 18 MUST be accompanied by a parent or guardian.