



Southwest
Gastroenterology
Associates
7788 Jefferson St NE Albuquerque, NM 87109
Phone: 505-999-1600 Fax: 505-999-1650
Southwestgi.com

Thank you for choosing Southwest Gastroenterology for your medical care. We are providing these policies to you to keep you informed of our current office policies. Please refer to our website for policy updates.

OFFICE POLICIES, EFFECTIVE June 1, 2022

- Office Hours:** Our office is open Monday – Thursday, 7:30am – 5:00pm and Fridays, 7:30 am-12:00 noon.
- Insurance:** It is the responsibility of each patient to verify with their insurance if Southwest Gastroenterology and the provider you are seeing is a contracted provider. We will make every effort to assist you, but Southwest Gastroenterology will not be held accountable for understanding your insurance plan.
- Card on File:** Our office requires a credit or debit card to be on file. Credit cards are encrypted and stored securely by Elavon, which is a part of USBank. There are no credit card numbers stored in our office or on Athena, our electronic medical record system.
- Appointments:** We see patients by appointment only. Appointments may be available for urgent or sudden illness for existing patients. Please arrive **15** minutes prior to your scheduled appointment to allow us adequate time to properly check you in. If you have any changes to your demographic information (such as a change of address or insurance), please notify our staff when scheduling your appointment or upon check-in.
- After-Hours & Holidays:** Our answering service is available after hours, weekends, and holidays for your convenience. You will have the opportunity to either leave a message or the answering service will page the physician on-call.
- Emergencies:** If you have a life-threatening emergency, call **911** immediately.
- Cancellations/No-Shows:** Appointments are in high demand. If you cannot keep an appointment, we require your cancellation notice no later than **24 hours** prior to your appointment. *If notice is not received 24 hours*

*prior to your scheduled appointment, you will be billed a **\$25.00** non-cancellation fee.*

Patient Dismissal: While we make every effort to work with our patients, sometimes we feel that we are unable to maintain a viable provider-patient relationship and it is best for all involved to have you obtain your medical care elsewhere. If you are dismissed from the practice, you will be allowed 30 days for emergency treatment only. After that time, you will be required to seek the services of another provider in another office. Failure to keep appointments, non-compliance, non-payment, or failure to make payment arrangements, and making demands, using profanity, rude behavior, and/or threatening language are common reasons patients may be dismissed from Southwest Gastroenterology Associates.

Test Results: We do our best to ensure that your results are posted on the Patient Portal. This may occur prior to review by your provider. Once reviewed your provider will comment on your results including any further action required by you. If you are unable to locate your test results, please contact our office.

Prescriptions & Refills: The best time to obtain a prescription is at your appointment. If you need a refill, please contact your pharmacy at least **72 hours (about 3 days) in advance** of needing your prescription.

Narcotics: We do not prescribe narcotics for chronic pain. Your provider will refer you to a pain management specialist for most chronic pain issues requiring the use of narcotics.

Mail Order Prescriptions: If you need a mail order prescription, please notify the pharmacy a minimum of 10 days (about 1 and a half weeks) in advance of the mailing date.