

Health @ Care

Dr. Harold Malofsky, DPM
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Fort Worth, Texas 76104
www.healthcarefw.com

Welcome! Thank you for selecting us as your podiatry provider. Our goal is to provide exceptional medical care. We appreciate your confidence in our skills and qualifications. Dr. Malofsky sees patients Tuesday and Thursday, 9:30am – 4:30pm and Wednesday 9:30am – 12:30pm.

New Patient Appointments

New patients should arrive 30 minutes early to their appointment to allow adequate time for check in, insurance verification, and paperwork processing. New patients who arrive past their appointment time will be rescheduled. If you fail to arrive early to your new patient appointment and your paperwork is not complete you will be asked to reschedule. At your first appointment please bring proof of identification, insurance cards, and completed paperwork.

Appointments

Patients are seen by appointment only; we are unable to accommodate walk-ins. For problems that require same day attention, our office should be called early in the day. The staff may ask the nature of your problem in order to allow adequate time in the schedule. Separate appointments are needed for family members that need to be seen by the physician.

We appreciate the value of your time and we always strive to be punctual. Sometimes, however, urgent situations arise and may delay your appointment. In such an event we will keep you apprised of delays and offer the opportunity to reschedule if you are unable to wait.

Should you find it necessary to cancel or change an appointment, kindly contact our office at least 24 hours in advance. There will be a charge for appointments missed without notice.

Emergencies

There is always a doctor on call and available for emergency concerns. To reach a doctor at any time, call the office number. We ask that you restrict your calls after hours for emergencies only.

Prescription Refills

Refills are issued during regular business hours only. When you need a refill please contact your pharmacy so they can send us the request. We require a minimum of 48 hours advanced notice for refills, while these can usually be taken care of the same day it's important to call the pharmacy before you are completely out of medication. For mail order prescriptions be prepared with the name of your medication, dosage, and directions before you call the office. For controlled substance prescriptions please allow 72 hours advance notice as these must be hand written and/or approved by the doctor.

Referrals and Insurance Requirements

Many insurance companies and managed care organizations require referrals prior to your specialist visit. Please request a referral from your primary care physician at least 48 hours before your appointment with us. Our staff interacts with many insurance companies, each with different rules and requirements. Although we will do our best to assist you, it is the patient's responsibility to ensure that all required permissions are obtained prior to treatment.

Billing and Patient Accounts

Co-payments and costs not covered by insurance are to be paid at the time of service. If your insurance can be verified, charges will be promptly submitted directly to your insurance company. If necessary, our staff will assist you with your insurance carrier regarding payment. Please remember insurance is a contract between you and your insurance company and not a substitute for payment. You are responsible for payment of your bill regardless of any arbitrary determination by your insurance company. There is a \$25 fee for all returned checks.

Insurance, Disability, and Physical Forms

We require a prepayment of \$15 for all forms including insurance, disability, and FMLA. Please allow five to seven working days for the forms to be prepared.

Confidentiality and Conflict of Interest

All patient records are considered confidential. We will not release any information to anyone without your permission. We routinely provide information to your primary care provider in order to better coordinate your care. Our doctor and staff do not receive any financial incentives for referring you to specialist or ordering tests. Financial incentives do not influence our recommendations of care.

I have read or been advised to read the entire policy letter of Health-e-Care.

Signature

Printed Name

Date