

MCKINNEY COMPREHENSIVE CARE
4510 MEDICAL CENTER DRIVE, SUITE 311
MCKINNEY, TX 75069

THANK YOU FOR CHOOSING DR. ROY SETZENFAND AND DR. JAMES FOJT AS YOUR PHYSICIANS.
TO ASSURE THAT YOUR HEALTH CARE NEEDS ARE TAKEN CARE OF, PLEASE FIND
BELOW INFORMATION THAT WILL ASSIST US WITH YOUR CARE IN A TIMELY MANNER:

- **CURRENT INFORMATION** – It is very important that you have complete information on medications you take, whether they are prescription or over the counter. Listing those medications is an excellent way for us to establish a complete treatment plan for you. ***If this is being mailed to you, please bring the name, address and phone numbers of any physicians you have seen previously, to help us in obtaining your previous medical records.*
- **AFTER HOURS/WEEKEND EMERGENCY** – After hours calls are paged to your doctor or the doctor on call. Only emergency health situations will be addressed, which does not include appointments or medication refills. If you have a life-threatening emergency, please call 911 or go to the nearest emergency room, and follow up with the office as soon as possible.
- **MEDICATIONS/REFILLS** – Refills should be requested by your pharmacy by fax to 972-540-5071. We ask that all refills be requested during regular business hours. If your medication has no refills remaining, the physician may refill one time and then request you to follow up in the office if you have not been seen recently. **ADDITIONAL REFILLS WILL NOT BE AUTHORIZED UNTIL YOUR FOLLOW UP, IF DIRECTED BY THE DOCTOR.** Controlled substance medications are refilled on a monthly only basis. **No pain medications are called into pharmacies after hours.** **Please allow 1 business day for refills to be completed.**
- **REFERRALS** – Referrals to other physicians will be based on medical necessity and Insurance plan guidelines. Please allow 3 business days to complete your referral request as most insurances have up to 48 business hours to respond to a referral request.
- **BILLING QUESTIONS OR PROBLEMS** – Please contact our office at 972-540-6256. *(If the date of service is prior to May 1, 2008, please contact Medical Edge Healthcare's billing department directly at 1-888-238-9671, with questions or concerns.)*
- **MISSED APPOINTMENTS OR NO SHOW APPOINTMENTS** – Please contact our office 24 hours in advance if you are not able to keep your appointment. This will allow us to take care of other patient's needs. Repetitive no shows of appointments, may result in a \$35.00 charge.
- **LATE APPOINTMENT ARRIVAL** – We will make every effort to see you when you arrive, but please be advised it may be necessary to reschedule your appointment, based on time availability.
- **INSURANCE** – It is your responsibility to provide a picture ID, insurance information that reflects the correct Primary Care Physician, contacts to verify coverage and billing address. We request that you bring your insurance card and ID to each visit. We cannot provide medical treatment, using your insurance benefits, until information is accurate.
- **PAYMENT** - Insurance co-pays, plan deductibles or payment in full is expected at time of service.
- **MEDICAL RECORDS** – Requests for Medical Records are handled by Photo Stat on a weekly basis. There is no charge for your records being sent to another physician. There may be a charge for records copied for insurance that will be the patient's responsibility.
- **FORMS** – Due to the large volume of requests for forms to be completed and the time involved in completing these forms, there will be a \$25.00 fee.

IF YOU HAVE ANY QUESTIONS, PLEASE FEEL FREE TO
ASK OR CONTACT OUR OFFICE
MONDAY THRU THURSDAY - 8:00AM TO 5:00PM
FRIDAY – 7:00AM TO 3:00PM
972-540-6256

You may also visit our website for more information
www.mckcompcare.com