



## The Ear Institute of Texas, P.A.

Located in Sonterra Oaks Medical Plaza

(210) 696-HEAR(4327)      (210) 798-2509 Fax  
18518 Hardy Oak Blvd., Ste. 300  
San Antonio, Texas 78258

**Please take a moment to familiarize yourself with the Ear Institute of Texas (EIT) office policies and procedures.**

**Appointments:** All patients are scheduled by appointment only and the time is scheduled exclusively for you. Appointments are scheduled with the intent to see you at the scheduled time. However, since this is a surgical practice as well, emergencies sometimes occur, and patients are provided the necessary time for treatment. Therefore delays may occur.

Two business days prior to your scheduled appointment, EIT staff will place a reminder call. Please call back to confirm your appointment. Patients who do not call back to confirm the appointment are subject to having the appointment cancelled and another patient booked in that appointment slot. **Please note that it is best to call the main office number (210) 696-4327.** If you call back the number listed on caller-id, you may be directed to a back office line that does not go to voice mail or that line may indicate a busy signal.

EIT does maintain a waiting list for patients who have a scheduled appointment but who would prefer an earlier appointment. In the event of a cancellation, those patients on the waiting list will be contacted and offered the opportunity to be scheduled for the earlier appointment.

**New patient Forms:** For your convenience new patient forms are available on the EIT website. If these forms are not completed prior to your appointment, please plan to arrive 15-20 minutes prior to your scheduled appointment to allow time to complete the office forms. Depending upon the nature of your visit, you may need to complete additional forms. It is not necessary to complete the "Dizziness" and "Tinnitus" questionnaires unless you are experiencing or have experienced those symptoms.

EIT realizes these forms require considerable information. However, medical history and documentation regarding your history and symptoms is important for the clinical providers to manage your care. We apologize for any inconvenience.

**Clinical Providers:** Due to the nature of our practice, EIT staff schedules patients for the soonest possible appointment. EIT employs Physician Assistants and Nurse Practitioners to support the physician with the volume of patients requiring medical care each day. These clinical providers are highly qualified and trained specifically by Dr. Jackson to treat the medically complex patients seen in this office. As we schedule patients for the first available appointment, patients may be scheduled with any of our clinical providers.

The physician supervises the care of each and every patient but does require assistance to ensure patients are cared for in a timely manner. In some instances, the Physician Assistant or Nurse Practitioner may begin evaluation of a patient on Dr. Jackson's schedule. However, the patient will still be seen by Dr. Jackson if expected.

**Cancellations/Late Arrival:** We reserve your appointment exclusively for you. In order that we may serve all of our patients, we ask that if you need to cancel your appointment, you provide notice not less than 24-hours prior to your scheduled appointment. **For appointments cancelled with less than a 24-hour notice, a cancellation fee will be charged.**

If you are going to be late for your scheduled appointment, please contact the office as soon as possible. Dependent upon the schedule, late patients may be moved to a later appointment, as close to the originally scheduled appointment as possible.

**Identification:** For your protection, valid photo identification will be requested at the time of your appointment. If you do not have valid picture identification with you at the time of your appointment, it will be necessary to reschedule the appointment.

Additionally, EIT will require a copy of the front and back sides of your current insurance card(s). Should you not have this available, it will be necessary to indicate you are a private-pay patient necessitating that you are responsible for all charges related to the appointment, at the time the services are provided.

**Diagnostic Testing:** New patients to EIT should expect to receive a hearing test to evaluate most conditions that we treat, even if the patient is not specifically complaining of hearing loss or hearing associated problems. The hearing test may be performed because the balance nerve is located in the ear and may be a cause of dizziness or imbalance. If you are unsure why you are having a hearing test, please speak with one of our Doctors of Audiology.

**Medical Records:** It is important that EIT maintains a current and accurate medical record on your behalf. Therefore, at the time of each appointment, EIT staff will ask you if any information has changed (e.g. name, address, guarantor, insurance, telephone, medications, new medications, symptoms or conditions). It is your responsibility to ensure any updates are provided. We appreciate your cooperation in keeping us informed so that we may better serve you.

**Payment for Services:** Payment for services is required at the time services are provided. For your convenience we accept: Master Card, Visa, American Express, cash, and local checks. Payment options may be available through the EIT billing office. Please contact our insurance department to discuss payment plan options.

**Insurance:** EIT accepts various insurance plans. Each insurance plan has its own unique stipulations, coverage limits and requirements for the plan participant (you the patient). The staff at the EIT will verify your benefits prior to the time of your appointment. However, due to the various plan types, and the variations in coverage, we ask that you take the time to discuss your visit with your insurance provider or your employer's benefits manager, so that you are aware of your responsibilities and all applicable fees for which you will be responsible for at the time of your appointment.

At the time of your appointment you may be required to undergo diagnostic testing which may or may not be covered by your insurance provider. Any charges not covered by your insurance provider will be your responsibility. You will be required to pay these charges at the time services are provided.

**HMO:** If your insurance is through an HMO, it is your responsibility as the patient to coordinate all necessary referrals prior to your appointment, including a determination as to whether or not the physician is a "participating physician" with your individual HMO insurance plan. If EIT is not a participating provider, it will be your responsibility to pay all charges at the time services are provided.

**Prescription Refills:** Please provide at least 72-hours notice, if possible. You should first contact your pharmacy and ask them to contact our office for the authorization to refill. Some prescription requests are sent electronically. For those refills, the pharmacy will contact EIT through electronic means. Once the refill has been authorized, your pharmacy will be notified, generally within 24-hours (excluding weekends and holidays).

**Clinical Questions:** Please call the main office number at (210) 696-4327 to leave a message. Calls left on the answering machine at night, on the weekends, or on a holiday will be documented the next business day. Clinical questions will be documented on a message log and routed to the appropriate clinical provider. Please provide the numbers where you may be reached, both day and evening. Your call will be returned at the first opportunity.

**Parking:** There is plenty of free parking available for our patients. Please note that some spaces are clearly marked as "reserved". Please do not park in those spaces. Please do not park in the designated handicapped spaces unless you have a handicapped placard or license plate.

*Thank you for being our valued patient.*

10/2013