

TEXAS TECH UNIVERSITY HEALTH SCIENCES CENTER

Department of Psychiatry
3601 4th St, Room 1A122
Lubbock, TX 79430
MS 8103
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Important Ambulatory Clinic Information

Office Hours: Monday-Friday 8:00-5:00pm, (806) 743-2800

Office Appointments: New patient appointments are scheduled for ninety (90) minutes and follow up appointments are scheduled for forty five (45) minutes. We ask that you arrive fifteen (15) minutes early for a new patient appointment to complete all needed paperwork. In order to keep our schedule on time for all patients, we ask that you arrive on time for your appointments. If you arrive more than fifteen (15) minutes late you may have to be rescheduled for another appointment time. Excessive cancellations and rescheduling are not acceptable. We will not be able to have a therapeutic relationship with you if you do not show up for your appointments. If you no show for three (3) appointments in a twelve (12) month period you will be dismissed from our clinic.

Co-payments, co-insurance, and deductibles are *due at the time of service*. Payment plans can be arranged with our billing professionals. We accept cash (*exact amount only*), checks, and credit cards.

If a referral is required by your insurance, you are responsible to obtain and maintain the referral from your primary care physician.

You are responsible to pay any expenses incurred that are not covered by your insurance.

Prescription Refill Policy: Please ask your pharmacy to fax us a refill request at least two (2) business days prior to needing the refill. You are welcome to call the clinic during normal business hours to request your prescription refills in advance. You **MUST** call our office to request refills on all non-schedule II prescriptions, we cannot accept a request from a pharmacy for these medications. Also, these prescriptions **MUST** be picked up *in our office*, we will not be able to send these electronically.

Patient Assistance: For patients who need assistance with affording their prescription medications, our Nurse Manager, Barbara Oliver, can assist with applications. Please do not hesitate to ask for further information.

Medical Records: If you need a copy of your medical records you will need to complete a release of information. You can complete this in our office. All letters, forms, and other documents that need completion need to be delivered to our office. Please allow five (5) business days for your physician to complete.

Confidentiality: We value your privacy and we ask you to do the same. Please remember to keep any information you see or hear in the clinic confidential.