

David L. Smith, M.D.  
Thomas E. Le Voyer, M.D.  
M. Umar Butt, M.D.  
Fred S. Lee, M.D.

**Primary Office and Correspondence:**

⇒ 4001 W 15th Street, Ste. 425  
Plano, TX 75093

**NTSOA Satellite Offices:**

- 5680 Frisco Square Blvd., Ste. 2500, Frisco, TX 75034
- 4510 Medical Center Dr., Ste. 302, McKinney, TX 75069
- 6750 N MacArthur Blvd., Ste. 257, Las Colinas, TX 75039
- 3537 S. I35E, Ste 220, Denton, TX 76210

Phone: 972.696.0030

Fax: 972.696.0037

## Patient Policies and Informational Guide

Our mission is to provide excellence in medical care and personal service. We honor the doctor-patient relationship and encourage you to take an active role in your health.

### Appointments

The office is open for appointments from 8:00am – 4:30pm, Monday through Friday; phones are answered until 4:30pm. We are closed for most major holidays. Same day appointments may be available, and we will make every effort to see you if you have an acute medical need during our regular business hours.

All patients must bring a current photo I.D., insurance cards (if any), and a list of medications to each appointment. This list should include prescriptions, over-the-counter medications and supplements. Please bring any film or CD of radiology reports, if any.

New patients please arrive 30 minutes prior to your appointment with your completed New Patient Packet. Established patients please arrive 15 minutes prior to your appointment to allow for check-in. Please be on time so that you will be able to keep your appointment, late arrival of 15 minutes or more may result in the cancellation or rescheduling of your appointment.

Should you need to reschedule or cancel your appointment, please notify the office with at least 24 hours' notice, otherwise you will receive a reminder call the day before your appointment.

Keep in mind; we reserve your appointment time for you, therefore, no-shows, last minute cancellations, or late arrivals may result in a \$25.00 cancellation fee assessed to your account. In order to protect the rights of other patients who are waiting to be scheduled, you may be asked to find another medical provider if you have two or more consecutive missed or cancelled appointments.

After each appointment your doctor or their Medical Assistant should hand you a clinic sheet, this will tell the staff what appointments, test, or lab work is needed for your next office visit. Remember to stop at the front desk to checkout before leaving the office they will take your clinic sheet and schedule your follow up appointment.

### No-Show/Cancellation Policy

As a patient in our clinic, it is your responsibility to maintain your scheduled appointments. The clinic requires that all appointment cancellations be received 24 hours before the scheduled appointment. Failure to cancel the appointment with proper notice will result in a failed appointment fee of \$25.00.

In order to continue to provide prompt attention to all of our scheduled patients, it is necessary to have a late arrival policy. The clinic will consider a "failed appointment" any time a patient has not given the advance notice required above or has failed to arrive within 15 minutes of their appointment time. If a patient arrives 15 or more minutes late, they may be asked to reschedule and the appointment will be considered a "late cancellation" and result in the assessment of a failed appointment fee.

### Telephone Calls

Our telephone is answered 24 hours a day. Calls are initially answered by our receptionist. If you have a question or need to speak to the physician or medical staff please provide as much information as possible to the receptionist. He or she will forward your message to the appropriate person. Your call will be returned by the end of the business day. After hours, the on call physician will be available to handle urgent medical issues. Non-emergency calls, such as appointments, medications, and refills should be made between 8:00am and 4:30pm Monday-Friday.

### Patient Portal

NTSOA's patient portal provides a way for you to communicate with our practice, securely and efficiently during our business hours. Using the patient portal will allow you to view your personal health records and update as needed, view your lab results, request appointments, request to change a scheduled appointment, or see date/time of upcoming appointments, and manage your personal information.

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### **Emergencies**

**If you have a true medical emergency, call 911 or go to the nearest Emergency Department. Ask them to contact our office at (972) 696-0030.**

### **Test Results**

The results of laboratory and radiology tests are very important for the continued evaluation and management of your care. Tests are performed by laboratories as determined by your health insurance. It may take several days to get these test results back to our office. When having radiology test, scans, biopsies or any other procedure done outside our office, please know that we will make every effort to obtain the results as soon as possible. However, it could take 48 hours to a week for those results to reach us.

Test results are given at your follow up appointment. **No diagnostic test or pathology results are given by phone.**

### **Requests for Refills**

Please call your local pharmacy for medication refills, including those medications that have no remaining refills or requests for additional refills. Your pharmacy will contact us for refill authorization, if necessary.

### **Referrals and Pre-Certifications**

Your insurance may require a referral from your physician in order for you to see a specialist. Your insurance may also require pre-certification of office or outpatient services. As a courtesy, our office will make every reasonable effort to obtain these referrals and pre-certifications for you. Some managed care contracts specify the location for these services. Our staff is trained to help our patients through this process and will answer any questions you may have.

### **Requests for Medical Records**

Our office is happy to provide you with a copy of your medical records. If you are in need of a copy of your medical records or wish to have a copy sent to another physician please allow 15 business days for records request to be processed. A fee may be assessed for copies with payment required before records will be released. Records, FMLA, and Disability paperwork may be charged at \$25.00 for the first 20 pages and \$0.50 for each additional page.

### **Payment for Services**

We recognize the need for a clear understanding between you and our office regarding payment for services. Charges for professional services and treatment depend upon the terms of your insurance contract. Co-payment and unmet annual deductibles are payable at the time of your visit this includes any payment required for scheduling surgical procedures. Patients without insurance coverage will be given a discount off the fee billed for paying at the time of service based on commercial insurance contracts average reimbursement for the services needed. We accept cash, check, Visa, Discover, MasterCard and American Express.

### **Insurance**

Please notify us immediately if there are any changes in your coverage, employer or insurance company. When a change occurs, we will verify the new coverage and do our best to ensure a smooth transition.

Our front office staff is always available during regular office hours to answer any questions you may have.

### **Talking to Your Doctor**

You may not remember everything you want to ask your doctor, and may find it helpful to write down questions prior to your appointment. When you do get answers to your questions, write them down, too. That way, when you go home, you won't forget and you will be better equipped to answer questions that your family may have. Keep track of how you are feeling and any changes you notice so you can inform your doctor. By staying organized, you are helping yourself remain in control of your illness.