

Texas Midwest Express Care, P.A.
DR J EXPRESS CARE

Dr. J Express Care South

4009 Ridgemont
Abilene, Texas 79606
(325) 690-1500
Fax (325) 690-1578

Dr. J Express Care North

1634 State Hwy 351
Abilene, Texas 79601
(325)676-1100
Fax (325) 676-1106

Billing (325) 676-1101

To our valued patients:

WELCOME TO OUR PRACTICE! We would like to help you become familiar with our office policies and procedures. You may want to include this letter with our insurance information for future reference. Stephen Jeffery Jackson, M.D. is the president of Urgent Care Institute of Abilene. He is a board certified physician in the field of Internal Medicine, and has over 20 years of experience handling a variety of illnesses and injuries on an emergency basis, as well as treating patients for chronic illnesses as well.

Urgent Care Institute of Abilene, L.L.C. leases several board certified physicians, certified nurse practitioners, and physician's assistants. They are employed by Texas Midwest Express Care, P.A. This professional associate is also owned and overseen by Dr. Jackson. If you have preference on which provider you would like to see on any given day, the provider on duty at the time of your visit are listed for you at the front window in the waiting room. Provider schedules are also given over the telephone. Please make the front office aware of your preference as early in your visit as possible. You can decrease wait time by not having a preference and choosing the first available provider at the item of your visit.

Our office is contracted with several insurance carriers including Medicare. **It is ultimately the Patient's responsibility to know his/her insurance plan and coverage information prior to seeing one of our providers. Please contact your insurance carrier if you have any questions regarding your plan.** We will only file on insurance carriers that we are in network with. If your insurance requires an approval from your Primary Care Provider, it is your responsibility to insure that we receive the referral. If your insurance requires and over the phone authorization form your primary care doctor or the on-call doctor, we will be happy to call and attempt that approval for you.

It is your responsibility for paying any co-pay, balance, collections balance, deductible/co-insurance, or self-pay fees that are required prior to seeing one of our providers. We accept payments in the form of cash, check, debit or credit cards. A valid State Driver's License is required if you pay by personal check. No out of state checks are accepted. In the even than your account is turned over to a collection agency for nonpayment of a balance, a collection fee will be added to your account.

We provide a full-service laboratory and also have X-ray capabilities. We also perform biopsies and utilize outside pathology labs. We can perform the most commonly ordered blood tests at the time of your visit. On occasion, however, your provider may recommend a laboratory test or x-ray study that cannot be performed in-house, and as a result, the test is performed by a regional laboratory. Examples of this would be cultures, or pathology/histology studies such as pap smears or biopsies, CT scans, MRI scans, etc. Our practice will not bill you of these services unless you specifically request to pay for the outside blood work in advance. By doing so, you will receive the same pricing that is discounted by regional labs for our medical practice. If you elect not to pay our practice in advance, **YOU WILL RECEIVE A BILL FROM THE REGIONAL LABORATORY AFTER YOUR VISIT TO OUR OFFICE.** To avoid confusion, we will ask you to sign the lab requisition sheet as proof that you have been advised that you will receive a second bill form an entity other than this practice.

If this visit is for a minor child, a parent or legal guardian must be present with the child at all times. Children under the age of 18 must never be left unattended on or premises.

For prescription refills, contact your pharmacy and have them fax a refill request to our office. Requests are usually handled within 48 hours or less. It is often necessary for patients to be seen prior to a prescription being refilled. We do not refill narcotics by phone or fax. All patients must be seen prior to any narcotic refill. We will not refill controlled substances that are reported lost, stolen or destroyed.

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We do not make appointments; we simply take walk-ins on a first come, first serve basis. We are happy to provide the scheduled days and times of our staff so that you are able to see the provider of your preference. Provider's schedules are not permanent and often change, so it is advisable for you to call us the day of your visit. If you have no preference, you will be seen by the first available healthcare provider.

This office does not get involved with attorneys or litigation. If your visit is for injuries that involve a motor vehicle accident, we will be happy to assess and treat your injuries, but you will be responsible of payment at the time of service. We do not file on liability insurance.

Accounts that have balances that are over 120 days overdue, will be returned over to a collection agency, and will accrue interest at the annual percentage rate of 18% per annum, or 1.5% monthly. Urgent Care Institute of Abilene, LLC performs billing and collections on behalf of Texas Midwest Express Care, P.A. (DBA: Dr J Express Care)

We want to know about your experience with our office. We value your opinions and have customer satisfaction box at the checkout window for you to let us know how we're doing.

I have read, understand, and agree to the above financial policies and procedures. I authorize Urgent Care Institute of Abilene, LLC to release any medical information necessary to process my insurance claim. I authorize my medical benefits to be paid directly to Urgent Care Institute of Abilene, LLC when an assigned claim is filled.

Signature: Date:

Printed Name: Revised:

We would like to take the opportunity to welcome you to our practice and look forward to serving you!

Stephen Jeffery Jackson, M.D.
President of Urgent Care Institute of Abilene, L.L.C.