



Family Practice * Pediatrics * Lifelong wellness

PLEASE PRINT CLEARLY

OFFICE POLICIES

OFFICE POLICIES CANCELLATIONS: We require at least a 24-hour notice for cancellations of appointments so that we may offer your appointment time to another patient. If you do not provide at least a 24-hour notice, you will receive a bill for the \$40 NO-SHOW FEE.

TARDINESS: If you are 15 minutes late or more, you may be rescheduled in order to accommodate our other patients' appointment slots.

PRESCRIPTION REFILLS: Refills requests must be made at least one week in advance and should be faxed from your pharmacy to our office **210-600-9902**.

PRESCRIPTIONS/CONTROLLED SUBSTANCES: Narcotics are carefully regulated medications and are generally not prescribed unless absolutely necessary. The providers at Kellum Medical Group not only limit the use of narcotic prescriptions, but also want the patients prescribed narcotics to understand that if a patient reports the prescription was lost, a replacement prescription will not be issued. A limited number of narcotic medications will be prescribed. When the narcotic course is completed, the patient will be required to schedule an office visit and be seen by the provider. Narcotic refills will not be authorized without an office visit. Patient should be very careful with the prescription, treating it as one would cash. **A drug screening is required before narcotics are prescribed.**

AFTER HOURS CALLS: After hour call will be answered by our automated service. In case of an urgent matter that cannot wait for the next business day, you may reach the on-call provider. We will not call in new prescriptions or refill prescriptions after hours. Please make prescription refills and appointment request during regular office hour or use the patient portal for you request.

MEDICAL RECORDS: There is a \$30 fee for release of medical records up to the first 25 pages, then a \$0.50 charge for each additional page. This must be paid prior to the release of records as it helps cover the cost of printing and shipping. Please allow one week to process your request.

COMPLETION OF FORMS: As per the rules adopted by the State Board of Medical Examiners, our office will respond to the request for the completion of medical records following the receipt of the appropriate fees. Forms will be completed within 2 weeks. *****There is not a guarantee that forms will be filled out. All determinations are based upon eligibility and upon physician direction*****

DRUG SCREENING: All patients are subject to a random drug screening as determined by your provider.

I have read and understand the policies set forth by Kellum Medical Group.

Patient or Parent Signature

Date

MARBACH MAIN
7323 MARBACH RD STE 104,
SAN ANOTNIO TEXAS 78227
O: 210-674-0257 F: 210-369-9064

WEIGHTLOSS AND WELLNESS
7351 MARBACH RD STE 107,
SAN ANOTNIO TEXAS 78227
O: 210-455-2789 F: 210-455-2782

PEDIATRICS
7351 MARBACH RD STE 106,
SAN ANTONIO TEXAS 78227
O: 210-645-4305 F: 210-673-1850

URGENT CARE SORE THUMB
7323 MARBACH RD STE 103,
SAN ANOTNIO TEXAS 78227
O: 210-231-2586 F: 210-231-2583

KELLUM BILLING AND HR
7351 MARBACH RD STE 100,
SAN ANTONIO TEXAS 78227
O: 210-674-3395 F: 210-675-0731

FOR MORE INFORMATION VISIT OUR WEBSITE WWW.KELLUMMEDICAL.COM HERE YOU CAN SEE BUISNESS HOURS, LOCATIONS AND MUCH MORE!