



9696 Skillman St, Ste 220, Dallas, TX 75243

Clinic Policy And Patient Guidelines

Welcome to Cavanaugh Healthcare Associates!

Our passion is providing comprehensive home-based medical care that creates a feeling of priority for our clients.

Whether we are treating you in the comfort of your home, via telemedicine or in our office, please remember that like any other primary care visit, your provider has other patients scheduled. We want to be respectful of your time, so we ask that you be respectful of our time as well.

We want to be able to provide you with best healthcare that we can—this is a joint effort. Our providers must gain all the necessary information to best assess and treat you. For this to happen efficiently, we kindly ask that you:

- 1. Log into the patient portal and enter any pertinent medical history before your first appointment. This includes, but is not limited to: Current medication list, previous diagnoses, previous surgeries or procedures, allergies to medications or foods, preferred pharmacy, insurance information (with picture of insurance card,) ID information (with picture,) and emergency contact information.**
- 2. Have all medications along with any medical records or discharge paperwork ready when provider arrives for your visit, or you arrive at the office.**
- 3. Be home at the designated timeframe given to you for your visit if you are being seen at home. If seen in office, please arrive at least 30 minutes before your scheduled appointment time for check-in procedures and remember if you arrive 15 minutes after your appointment you are considered a no**



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show and will need to reschedule, or you may wait and be placed in the next opening should a cancellation occur. No-show fees will be 35\$ per no-show. Subsequent no-show appointments will result in discharge from the clinic.

4. Your appointment is an important event please have a **QUIET and private area to meet with the provider.**

5. Please **DO NOT take phone calls during your visit. We understand if there is an emergency however calling other provider offices or handling other business matters takes the focus from your visit with the provider and important information may be missed.**

6. If you call the office needing to speak with your provider or nurse, please remember that they may be taking care of with another patient. It is important to thoroughly explain your need to the receptionist so that she can pass on the information to your provider or nurse which will expedite your request or returned phone call.

7. Please call-in prescription refills to the clinic **BEFORE you are out of medication. All refills will be handled within 24-48 hrs. Medication refills are conducted by e-Prescribe in the electronic health record, they are not filled by fax forms sent via the pharmacy –this is to ensure you are evaluated to make sure the medication dose is working. It is imperative that you **DO NOT** wait until your medications are empty before calling in. As a small practice, our providers are working hard every day to take care of your health, but also the health of others. Please be patient with phone calls, health portal requests and appointment availability.**

8. It is important for the doctor to see you monthly if you need controlled substance prescriptions refilled, A “no show” may cause delay in refills. All controlled substance prescriptions will require a



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controlled substance contract before any new prescriptions or refilled prescriptions will be sent to the pharmacy.

Thank you for your cooperation and we look forward to caring for you!

Patient Signature: _____ **date:** _____

Office Staff : _____ **date:** _____

Contact: (469)-399-0380

Fax: (469)-925-2831

Hours of operation:

Monday-Thursday: 1:00pm-5:00pm

Fri: 9:00am-12:00 noon

Sat: Closed

Sun: Closed.

Refills, appointments, and all other questions will be handled during office hours. But you may access your portal 24hrs!