



Patient Name: _____ **DOB** _____ **Date:** _____

Discharge Information

Referrals

If you were referred to a specialist today, we will process your referral within 72 hours and send you a copy in the mail. Please allow 5-7 business days to receive your referral in the mail. If you have not received your copy within this time frame, please call your Primary Care Physician's office.

Lab/X-ray

Upon receipt from the laboratory or radiology facility, your physician will review your test results. If your results come back normal, we will mail your results within 5-7 business days. If upon review, your physician determines any significant concerns, we will contact you within 24-48 hours. If you have not received any notification within 10 days, please call your Primary Physician's office.

Vaccinations/Injections

If you had a vaccination or injection today, possible side effects that you may experience include redness, swelling, nausea and a low grade temperature. If you experience any other side effects that are of concern to you, please call your Primary Care Physician's office.

Medications/Samples

If you were given sample medications today, please follow these instructions: _____

If you experience any side effects that are of concern to you, please call your physician's office.

Emergencies and After Hours

If you have a medical emergency that cannot wait until regular office hours, 8:00 AM-5:00 PM, please call our Riverwalk Clinic @ 272-1741. A physician is on call to meet your emergency needs at all times. For any severe or life threatening emergency, please proceed to the nearest hospital emergency room or call 911. The Riverwalk Clinic offers services 24 hours a day, seven days a week for your urgent care needs. It is located at 408 Navarro in the Nix Professional Building on the street level.

Special Instructions

Financial Policy

It is ACMG's policy to collect payment, to include copayments, coinsurance and deductibles, at the time of service. We accept cash, personal checks (with appropriate identification) and Credit cards (Visa and Mastercard).

408 Navarro (Open 24 Hours)
414 Navarro, Suite 809
3453 IH 35 N, Suite 207 B
2211 NW Military Dr. Suite 201
5000 Baptist Health Dr. Suite 102

San Antonio, TX	210-272-1741 * FAX 210-272-1747
San Antonio, TX	210-225-4810 * FAX 210-225-4847
San Antonio, TX	210-227-8080 * FAX 210-223-3343
San Antonio, TX	210-696-2264 * FAX 210-340-5276
Schertz, TX	210-566-2656 * FAX 210-566-2690

Copayments

It is ACMG's policy to collect copayments, when contractually obligated by your insurance company, for all office visits and nursing visits to include but no limited to injections, blood pressure checks, lab work and x-ray.

Patient Accounts

ACMG has an internal billing and collections department to service our patients' accounts. If you have a question regarding your ACMG account, please call 541-4500.

Appointments

Patients are seen by appointment on a routine basis. Appointments made be made by calling your Primary Care Physician's office during regular business hours (8:00 AM – 5:00 PM) Every effort will be made to provide the earliest possible appointment for the patients' convenience. Due to the unscheduled nature of urgent care and emergencies, delays do occur. We hope you will understand that these delays are unavoidable. If you are unable to keep your appointment, please cancel as far in advance as possible (or within 24 hours). It is ACMG's policy to record missing appointments. Once a patient has missed three consecutive appointments without proper notification, scheduled appointments will not be authorized and the patient will be seen on a "work-in" basis only. In addition, ACMG has the right to discharge a patient based on missed appointments.

Prescription Refills

If you require a written prescription, please contact your Primary Care Physician's office. Please allow 48 hours to accomplish this request. Narcotics will be authorized only by your Primary Care Physician For medication refills, please contact your pharmacy and they in turn will fax a request to your physician. Refills are approved only during regular business hours.

Hospitalization

ACMG contracts with IPC Hospitalist Group for inpatient management services. If you require hospitalization, your physician will make arrangements with IPC for your admission. Any business matters regarding the payment of the hospital services are discussed directly with the hospital admitting office upon admission. The hospital and IPC are separate business organizations and bills for each will be submitted separately. IPC's bill will include medical care and administrated by the attending physician during your hospital stay. If you have any questions regarding your IPC bill, please call 344-2673.

Telephone Calls

Our physicians make every effort to see their patients at the scheduled appointment times. Therefore, in general, they will be unavailable to take your calls during business hours. Messages will be taken and your call will be returned as soon as possible. If your call is of an emergent nature, please let the receptionist know and your call will be transferred to the triage nurse immediately.

Patient Information

Your insurance information is verified at each visit. Please inform your physician's office if you have a change of insurance coverage, address, phone or any other related information.