



New Patient Referral Frequently Asked Questions

Q: What are your regular office hours?

A: Our regular office hours are 8AM – 5PM, Monday through Thursday and Fridays we are open from 8AM – 12PM. Our office is closed for lunch from 12PM – 1PM. We provide patients with 24 hour/ 7 day coverage. There is always a physician on-call who can be reached through our main clinic numbers. If you feel your condition is a true medical emergency, please call 911 or visit the nearest Emergency Room.

Q: What can I expect at the first appointment?

A: Our registration staff will ask you to fill out a health history form. These questions are the initial part of the examination and provide us with essential information about you and your medical history. Your address, e-mail and phone number are very important in case we need to get in touch with you. Information concerning your occupation, age, etc., is likewise important because it may have a bearing on your current health status. Additionally, this information is required by insurance networks to insure payment reimbursement. We also ask about language, hearing or vision barriers to allow us to appropriately communicate with you. All information given to us is confidential.

When it is time to be seen by the physician, the medical assistant or nurse will escort you into an exam room and make you comfortable and complete vital signs. The nurse will complete an interview with you; it is helpful if you bring in a list of all current medications you are taking or the medication bottles themselves including over-the-counter and herbal supplements. The ultrasound tech will come into the room to perform an ultrasound on the baby. The physician will then complete an interview, review the ultrasound results, provide you with a plan of care, and complete a physical examination if necessary. After the visit is complete, the registration/scheduler will make a return appointment, if necessary. Please expect for your appointment to last at least 60 minutes.

Q: Will my insurance cover the services?

A: Each insurance plan is very different; therefore, we recommend that you contact your specific insurance plan to find out if the services are covered. If the services are not covered, we can work with you to develop a payment plan. We are unable to provide quotes until your visit has been completed because the type of ultrasound could change once you have once you have been evaluated.

Q: Will I have a charge on my first visit?

A: Once you have been evaluated by one of our physicians, we will bill your insurance. We will collect the patient's responsibility at the next visit or you will receive a bill in the mail with the option to pay online.

Q: What are Telemedicine services and do we offer them?

A: Telemedicine services allow you to see the physician via a secure video for your appointment. This service is offered to patients that do not require a physical exam. Most insurance plans cover the video appointment.

Q: What should I do if I need to change/reschedule or missed my appointment?

A: We ask that you call our office during regular office hours (8AM – 5PM Monday through Thursday, on Friday 8AM – 12PM)

Q: What do I need to bring to my first visit?

A: Please bring your current insurance card, photo ID, and a list of any medications you are taking. Please complete and bring the new patient packet to expedite the check-in process.

Office Locations:

North Austin:	12200 Renfert Way Suite G3 Austin, TX 78758	Phone #: 512-821-2540
Harker Heights:	800 Central TX Exp. Suite 250 Harker Heights, TX 76548	Phone #: 512-821-2540
South Austin:	4616 James Casey St. Building B, Suite 101 Austin, TX 78745	Phone #: 512-439-0020
Downtown:	3000 N IH 35 Suite 655 (Garage 2) Austin, TX 78705	Phone #: 512-821-2540
Fredericksburg:	816 Reuben St. Suite C Fredericksburg, TX 78624	Phone #: 512-439-0020
San Marcos:	1301 Wonder World Dr. San Marcos, TX 78666	Phone #: 512-439-0020
Cedar Park:	1401 Medical Pkwy. Building B, Suite 408 Cedar Park, TX 78613	Phone #: 512-821-2540

If you have any additional questions, you can contact our scheduling department via email using the below email address. You will receive a response from someone at our office within 72 business hours.