

The Center for Family and Preventive Medicine

This practice has been in continuous operation in east Harris County since 1974. It has gone through several phases that began with the solo private practice of Dr. Judson Henderson, M.D. from 1974 to 1996. This was followed by hospital group practice from 1996 to September, 2004. In 2004 we began a new phase of group private family practice without a specific hospital affiliation.

We are excited about the opportunities that this new phase allows us to bring to the community we have served for over 30 years. We would like to provide you with the following information that will address our general mission statement and philosophy of primary health care delivery. It will also summarize specific office policies (appointment scheduling, diagnosis strategy, prescription refills, obtaining test results, obtaining referrals to specialists, after hours coverage, and insurance/payment policy).

Mission Statement

“We pledge to work in partnership with our patients/clients to provide them with knowledge, resources, and support in all matters of primary medical care with the goal of achieving the highest possible level of health in body, mind, and spirit – with the focus and emphasis on preventive medicine.”

Preventive Medicine

You will find that on each visit you have with our clinic, we shall review your records to insure that you have the opportunity to take part in preventive medical activities that are appropriate for your age, gender, family history, and past medical history. These include immunizations, screening examinations (such as PAP smears, colon cancer screening, cholesterol screening, PSA testing, etc.), and many other activities that are designed to prevent disease or diagnosis a disorder at an early state. All these recommendations are supported by current scientific evidence.

Curative Medicine

Although our emphasis is on prevention, we realize many of our patients will come to the clinic with signs and symptoms of either a short term illness or chronic condition. These

situations require a complex process of making an accurate diagnosis and prescribing treatment to either eliminate the problem or control the condition.

Certain problems are uncomplicated and may involve no treatment beyond simple reassurance that the situation is not serious and requires no specific treatment. Others conditions are much more complex and may require medical testing, consultations with specialists, and ongoing care and follow up. We shall make every attempt to carry out this process in the safest and most efficient manner possible.

We shall help you obtain the necessary tests or specialty consultations. As the diagnosis develops, we shall help you understand the results and plan a course of treatment. The following policies are key to having this process proceed effectively and require your participation and cooperation.

Scheduling and Obtaining Test Results

If we believe a medical test or procedure will assist in making a diagnosis or designing more effective treatment, our staff will guide you through the process necessary to complete the recommendation. If the test result is normal or does not require further treatment or testing, we shall send you the result by postal mail or e-mail. However, in many cases the results require detailed discussion and recommendations for medical treatment or further examination. When this is the case, we shall request that you schedule a follow up appointment for this purpose. For a variety of reasons, **we do not give results over the telephone** and request that you do not call for results.

Referrals to Specialists

If we believe that you need the opinion of a medical specialist, our staff will assist you in obtaining the information you need to obtain this care. This may require our getting authorization from your insurance company in advance of your going. Many referrals can be provided the same day, however, some may take up to 14 days for routine referrals. When we receive the recommendations from your specialist, we may request that you make an appointment to coordinate his or her treatment with your general medical care.

Prescription Refills

Our policy on prescription medicine is quite simple. If you are on daily medication (for blood pressure, cholesterol, diabetes, etc.), we shall **always** issue a prescription that will last until your next visit is scheduled. The critical importance of follow-up visits in such cases is to insure the medication is working properly and to insure that it is not causing any unwanted effects. The follow up interval varies from monthly to annually, but the most common interval is every 3 to 6 months. You must plan well in advance for your follow-up visit so that you will not run out of medication. Please be advised that **we do not refill prescriptions over the telephone!**

No-Show Policy

It is our policy that all patients that desire an appointment be seen promptly – the same day whenever possible. In order for this to occur, we must ask that you call and cancel your appointment at least 24 hours in advance if you are not able to make it to the office. You will be issued a written reminder of this policy after one ‘no-show’. The second ‘no-show’ will result in the assessment of a \$25 charge that must be paid prior to any further care. Repeated ‘no-shows’ would require us to ask you to find another provider.

After Hours Coverage

We **do** accept after hours calls related to conditions that have been recently treated in our office and may require some adjustment that cannot wait until the office re-opens. However, **we are not generally able to treat new conditions over the phone nor authorize prescription refills after hours.**

Payment / Insurance

We can accept assignment for payment from an insurance company or carrier IF we can obtain verification that the service you require is covered by your policy. All co-pays, deductibles, and payment for non-covered expenses (including ‘self pay’) are required at time of service.

Website – E-mail Communication

We invite you to visit our website at www.crosbyfamilymed.com. You can download and print forms that may be necessary on your clinic visits. By completing this at your convenience

at home, this will save you a great deal of time when you arrive at the office. In addition, we can communicate simple (usually normal) test results to you by encrypted e-mail and by secure text messaging. You will need to complete a simple registration process in our office to set up this 2-way communication. Please take a few minutes to complete this today. Finally, you will find a variety of useful health information and links to reputable medical sites on the website.

We thank you for your cooperation in these matters and look forward to providing you with exceptional health care in the future.