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Thank you for choosing Texas Tech Physicians of Lubbock as your health care partner. For more than 40 years, our physicians have been providing care for the citizens of Lubbock, the South Plains, the Texas Panhandle, the Permian Basin and eastern New Mexico. A commitment to your health continues as our focus. Please tell us how we can best serve you.

At Texas Tech Physicians we are committed to helping you achieve the highest quality of health. Our mission is to improve the overall health of everyone we serve with a SPIRIT of compassion and knowledge. Not only do our physicians provide medical care, they also educate and train future physicians and other health care providers at the Texas Tech University Health Sciences Center (TTUHSC) School of Medicine. As teachers, our physicians are knowledgeable of the most cutting-edge advances in medicine.

Our vision is to be a nationally recognized medical practice. To successfully fulfill our mission and vision, we focus on five key measurable areas of performance: patient satisfaction, quality, development/growth, employee satisfaction and finance. We believe consistent success in these five areas is essential to helping you achieve the highest possible quality of health.

Should you have any questions, please contact Texas Tech Physicians administrative offices at (806) 743-2669.

Thank you for choosing Texas Tech Physicians of Lubbock.

Our SPIRIT Values:

- **Service excellence:** Constantly strive to exceed the needs and expectations of patients and peers
- **Patient first:** Deliver our best to every patient at every encounter
- **Integrity:** Communicate openly and honestly holding each individual to the highest ethical standards
- **Respect:** Treat each individual with the highest professionalism and dignity
- **Innovation:** Embrace change to improve all we do
- **Teamwork:** Build a better organization through collective efforts and strengths of all stakeholders
ADVANCED DIRECTIVE

An advanced directive can be a:

Directive – written instruction from you to give, not give or withdraw life-sustaining treatment if you have a terminal or irreversible condition

Medical power of attorney – designation of someone else (your spouse, family member or friend) to make health care decisions for you if you lose the ability to decide for yourself

Out-of-hospital do not resuscitate order – written instruction signed by you and your doctor directing health care professionals in or out of the hospital, not to begin or continue certain life sustaining treatment. The policy of Texas Tech Physicians of Lubbock is we do not honor advanced directives. We cannot determine if a condition is terminal or irreversible in an emergent care setting. We will call 911 to provide transportation to the hospital.

If you make or change an advanced directive, you should give your physician and health care facility a copy to ensure your wishes will be honored.

The form must be signed in front of two or more people (witnesses) over age 18. One of the witnesses may not be:

1. Your spouse or a family member
2. The person you chose to make decisions for you
3. Your doctor or clinic employee
4. Anyone named in your will or deed
5. Creditors or people who have a claim against you

You may request additional information and seek assistance from your attorney or your pastor. You should discuss your concerns or issues with these professionals and your family. Your physician may answer your questions regarding the meaning of certain life-sustaining or life-prolonging treatments.

You may also get copies of advanced directive forms from Patient Services, your hospital, a library, a bookstore or an office supply store.

If you would like more information about preparing an advanced directive, call the Texas Department of Aging and Disability Services at (512) 438-3011.

Please answer the question on the consent form asking whether you have an advanced directive, and if you do have one, provide a copy to your doctor or clinic.

*La traducción en español es disponible sobre el pedido
TTUHSC is a public State of Texas university separate from UMC Health System. Texas Tech Physicians clinics serve patients on an outpatient basis. UMC is a Lubbock County hospital. Although the buildings are located on the same complex, UMC and TTUHSC are separate organizations.

APPOINTMENTS

HOURS OF OPERATION

Texas Tech Physicians clinics are open 8 a.m. to 5 p.m. Monday through Friday, excluding holidays. For exact clinic times, contact the clinic directly. On the occasion when weather conditions may cause unsafe travel, call the clinic or check local radio and television stations for announcements canceling or delaying Texas Tech Physicians clinics. If a clinic is canceled or delayed, clinic staff will contact you to reschedule your appointment. We apologize for any inconvenience this may cause, but we believe your safety and the safety of others is very important.

Appointments

To make an appointment with one of the many Texas Tech Physicians doctors or clinics, call the clinic directly.* Numbers are listed alphabetically and by location on the back of this handbook. If you are a new patient, you will be asked to provide information needed to pre-register in the Texas Tech Physicians system. If you do not have insurance, an appointment to review your financial needs may be necessary to complete registration. Once you are scheduled for an appointment, you may go directly to the clinic.

*Some specialty clinics and insurance providers may require a referral before a new patient appointment can be scheduled.

Appointment Reminder Notifications

At Texas Tech Physicians, your health is very important to us. As a courtesy, we provide appointment reminder notifications to all patients with scheduled appointments. The preferred method of notification is text message. A brief text message is the least intrusive form of communication and doesn’t require a verbal response. You will be asked to provide your cell number by the registration staff. Please assist us by providing the number so we can extend this courtesy to you. If you do not have a cell phone or would rather receive a telephone call, please notify the registration staff in the clinic. You will always have the opportunity to discontinue or “opt out” of the text message service.

If you cannot make the appointment, please call the clinic as soon as possible to cancel or reschedule. A habit of not showing for appointments may leave the clinic unable to schedule any future appointments with you.

Referrals

A referral is a written request usually from your primary care physician (family doctor) requesting an appointment with another physician.
To find out if the clinic you need requires a new patient referral, please call that clinic directly. Also, ask your insurance provider if a referral is necessary.

Our clinics will make every effort to get you in as soon as possible. If you need to be seen right away, some clinics offer an urgent care clinic (family and general internal medicine). If your problem is life threatening, go to the emergency room immediately. If not, call the clinic and see if you can be worked into the day’s urgent care schedule.

**FINANCIAL INFORMATION**

**Business Office Customer Service Team**

This team of professionals is ready to help patients with billing and insurance questions. Help is available with patient statements, balances, health insurance and/or payment, financial assistance and payment arrangements. Contact them at (806) 743-2898 or toll free at (800) 872-2956.

**FEES/PAYMENT POLICIES**

**Cost Estimates**

Because of the variety of services we provide and the wide range of patients’ medical needs, it is difficult to project exact cost estimates for care. The registration staff in your clinic can give you a general fee estimate and answer any other fee or payment questions.

**Payment Options**

We accept most major commercial insurance, as well as Medicare, Medicaid, cash, check and credit cards (American Express, MasterCard, Visa and Discover). Self-pay payment and insurance copays are expected at the time of service.

A patient is considered self-pay if he or she does not have any form of insurance. Copay is the amount an insurance provider requires the patient to pay. This amount will vary depending on services provided and insurance providers.

**Financial Assistance**

Programs are available for patients who do not have insurance or require additional financial assistance. Contact the Central Financial Screening Office at (806) 743-1970 ext. 268, or (800) 872-2956 for more information.

**Insurance**

As a courtesy, we will bill your insurance company for you. To ensure smooth, accurate handling of your account, please inform us of any changes to your insurance coverage. Failure to do so may limit your company’s ability to pay on your claims. Please notify the Business Office of any changes in your coverage by calling (806) 743-2898 or (800) 872-2956.
Billing

Bills from Texas Tech Physicians are for physician services provided directly to you. These services can be provided during office visits, emergency room visits or hospital stays and often include other services like interpreting your lab results. On your bill, you may see a charge for interpretation of your test results. Specialists, like radiologists and pathologists, go over your test results and report them to your doctor. This is necessary to ensure a high level of care for you and is standard in accredited health care institutions.

If you are a hospital patient, expect to receive bills from your Texas Tech Physicians office and the hospital you used.

The specialists in our Business Office are happy to help you decipher your medical bills. If you have any questions, call (806) 743-2898 or (800) 872-2956.

Research Opportunities

TTUHSC strives to provide the latest, cutting-edge care to its patients throughout West Texas. To do this, physicians, nurses and staff conduct various clinical research projects involving Texas Tech Physicians patients. Research helps to further our understanding of health and disease to improve patient care. If you qualify to be in one of our studies, a member of your treatment team may discuss the study with you and ask if you’re interested in learning more about it. If you are interested, a member of the research team will meet with you to discuss your participation. Taking part in a study is your choice. You may choose not to be in it. If you decide not to be in a study, it will not affect any medical care, benefits or rights to which you are entitled.

If you have questions regarding research, please contact the Clinical Research Institute at (806) 743-4222.

Research Billing

If you are taking part in a research study and have questions about your bill, contact the Clinical Research Institute at (806) 743-4222.

PATIENT CONFIDENTIALITY

Your medical information is held in strictest confidence.

Patients receive information called Notice of Privacy Practices when they visit a clinic for the first time. This sheet explains patients’ rights regarding Protected Health Information and how Texas Tech Physicians may use and disclose this information. The notice is also available from the Privacy Officer or at www.ttuhsc.edu/hipaa.

If you have concerns about the confidentiality of your information, please contact the Privacy Office at (806) 743-4007 or Patient Services at (806) 743-2669.

Electronic Health Records

Texas Tech Physicians utilizes an electronic health record system. This helps to ensure the most accurate and easily accessible personal health information is available to you and your health care provider.

Release of Medical Records

Copies of medical records can be provided for a reasonable fee. Please allow two weeks to receive those copies. If you need a copy of your medical records, contact the Medical Records Office at (806) 743-2608. Someone you choose, including a member of your immediate family, may obtain medical records for you with properly signed releases. The only exception is for parents of minor children. Proper identification is required.
Patients may look at their own medical records in the Medical Records Department, Room 1B108.

Please call the Medical Records Office if you need your records sent to a physician who is not a member of Texas Tech Physicians.

You may be seen by different types of health care professionals. All are working together to meet your health care needs.

YOUR HEALTH CARE TEAM

An attending physician is the doctor directing your care. He or she is a faculty member in the TTUHSC School of Medicine and also serves patients as a member of the medical staff for Texas Tech Physicians.

A fellow is a licensed physician who has completed a residency and is continuing training in a more specific area. An example would be an orthopaedic surgeon who is in a sports medicine fellowship. Many times these are practicing physicians who wish to train further. Their fellowship work is overseen by an attending physician.

A resident is a licensed physician receiving further training in a specialty, like family medicine or pediatrics. Residents typically train in their chosen specialty for three to five years. These physicians meet with patients, make diagnoses and develop treatment plans. Attending physicians oversee the work of residents and approve diagnosis and treatment.

A physician assistant is a health care professional licensed to practice medicine under the supervision of a licensed physician.

Nurse practitioners are registered nurses who have completed extensive training to work with patients. Nurse practitioners have completed a bachelor’s and a master’s degree in nursing with special emphasis on direct patient care. They can diagnose patient conditions and provide treatment plans. Their work is overseen and approved by a physician.

Medical students are students of the TTUHSC School of Medicine, a four-year medical school. These students observe attending physicians and residents in the clinic as part of their education. They do not make decisions about patient care.

Registered nurses (RNs) have graduated from an accredited nursing school and have passed state RN licensing exams. RNs may hold an associates, bachelor’s or master’s degree in nursing.

Licensed vocational nurses (LVNs) have completed an accredited LVN nursing program and have passed state LVN licensing exams. LVNs will take you to the exam room, take your vital signs (like blood pressure and temperature), ask questions about your symptoms and have this information ready for the physician.

Medical assistants help physicians or other medical providers in clinical and administrative procedures.
ATM
A Wells-Fargo ATM is located near the UMC Cafeteria on the second floor of the TTUHSC building. Turn right as you enter the cafeteria to find the ATM and vending machines.

Cafeteria
UMC operates a full-service cafeteria on the second floor of TTUHSC from 7 a.m. to 11 p.m. daily. The cafeteria offers hot/cold items, breakfast, daily lunch plates, grilled items, salad and soup bar, fresh fruit, snacks and beverages (including Starbucks).

Laboratory
For your convenience, labs to take your blood work and other samples are located throughout the Texas Tech Physicians Medical Pavilion, Medical Office Plaza and TTUHSC. Texas Tech Physicians-Pathology operates a larger lab on the first floor of TTUHSC. Your nurse will let you know which lab you should visit.

Patient Advocate / Patient Concerns
If you have concerns or questions about your experience at Texas Tech Physicians, please contact the Patient Services staff at (806) 743-2669.

Pharmacy
A pharmacy is located on the first floor of the east wing of TTUHSC, Room 1A150, (806) 743-3270. This pharmacy accepts all forms of payment except for the LCMI program participants, who must use the UMC Outpatient Pharmacy on the first floor of the central wing at the main TTUHSC entrance.

MyTeamCare
Texas Tech Physicians recommends use of an easy access online portal system, called MyTeamCare, to help manage your care. The system allows you to communicate with your care provider and nurse, request appointments, request medication refills and view some lab and test results. For more information, ask the registration staff or call the electronic health records office at (806) 743-4357.

Texas Tech Federal Credit Union
A full-service satellite office for members is on the first floor of the east wing of TTUHSC.

Transportation
A patient shuttle circulates throughout the patient/visitor parking lots to transport patients to the building or to their cars.

Patients needing assistance can drive under the canopy of the Pavilion or TTUHSC building and Patient Services staff is available to help with wheelchairs. For assistance, please call (806) 743-4636.

Valet Parking
Complimentary valet parking is available for those needing parking assistance. Drive under the canopy of the Pavilion or TTUHSC building and ask for valet parking assistance from the Patient Services staff.
Volunteer Services
Volunteer opportunities are available for people age 14 and older. For more information, contact the volunteer staff at (806) 743-2959.

Vending Machines
Vending machines are near the UMC Cafeteria on the second floor of TTUHSC, directly across from the bookstore. Additionally, vending machines can be found near the south elevators on all floors of the TTUHSC building.

X-ray (Radiology)
UMC provides X-ray services for Texas Tech Physicians patients. These offices are on the south end of the first floor of the central wing of TTUHSC. UMC bills patients directly for these services and for the physician fees to read the test results and make a report to the referring physician.

PATIENT RIGHTS/RESPONSIBILITIES

ACCESS TO CARE

Each patient has the right to:

• Receive quality care with an emphasis on safety
• Receive fair, considerate treatment regardless of age, gender, race, creed, national origin, economic status, lifestyle or disability
• Request communication assistance if necessary

Each patient has the responsibility to:

• Keep appointments and notify appropriate Texas Tech Physicians personnel 24 hours prior to a scheduled appointment when unable to do so
• Complete and sign a current Consent to Treat form
• Notify clinic staff prior to an appointment regarding any special assistance necessary to clearly communicate with physicians or nurses

PRIVACY AND CONFIDENTIALITY

Each patient has the right to:

• Receive privacy concerning his or her medical care and personal health information including confidence regarding patient diagnosis, condition, treatment and medical records to the extent required by law
• Be provided the opportunity to talk privately with medical personnel, clergy, visitors and others when clinically and medically possible
• Obtain a written copy of Texas Tech Physicians Notice of Privacy Practices
• Grant or deny permission of presence to those not directly involved as care providers
Each patient has the right to:

- Know the name of the doctor/nurse responsible for his or her care
- Obtain from the doctor/nurse complete and understandable information regarding his or her diagnosis, treatment, outcome, complications, possible risks and follow-up care
- Participate in the development and implementation of his or her care plan
- Be advised if the doctor/nurse proposes to engage in or perform human experimentation or research affecting his or her care or treatment, and to refuse participation in such experimentation or research
- Be informed of known alternative treatments and to choose among the alternatives, including the right to refuse treatment
- Inspect and obtain a copy of his or her medical record for a reasonable fee
- Expect reasonable continuity of care and be informed of any continuing health care requirements

Each patient has the responsibility to:

- Provide a complete medical history, including past illnesses, hospitalizations, medications and other matters relating to his or her health
- Inform the doctor/nurse of any changes in his or her health condition
- Provide a copy of his or her medical advanced directive and/or medical power of attorney (if applicable and in effect) to his or her doctor
- Ask questions about specific problems and request information when not understanding his or her illness or treatment

REFUSAL OF TREATMENT

Each patient has the right to:

- Refuse treatment to the extent permitted by law and to be informed of the potential medical consequences of refusal

Each patient has the responsibility to:

- His or her own actions and resulting consequences if he or she refuses treatment, does not follow the doctor’s recommendations or leaves Texas Tech Physicians against medical advice

RULES AND REGULATIONS

Each patient has the right to:

- Be informed of the Texas Tech Physicians rules and regulations that apply to patient care and conduct
PAYMENT OF CARE

Each patient has the right to:

• Examine and receive an explanation of any billing/costs incurred for care
• Receive information regarding Texas Tech Physicians guidelines explaining fee schedule and payment policies upon entry into the system

Each patient has the responsibility to:

• Make prompt payment for services provided, including co-pay, co-insurance, deductibles and any other uncovered charges
• Comply with Texas Tech Physicians financial screening guidelines
• Request information about payment options. Information may be obtained by calling the Business Office at (806) 743-2898
• Report changes in address, telephone number and any other insurance information

RESPECT AND CONSIDERATION

Each patient has the right to:

• Raise concerns regarding any aspect of his or her medical care and service by contacting the Office of Patient Services at (806) 743-2669
• Be free from restraints or seclusion imposed as a means of coercion, discipline, convenience or retaliation by staff
• Appropriate assessment and management of pain and to be free of pain to the extent that is medically possible
• Sensitivity addressing issues related to care at the end of life
• Have their personal dignity respected at all times
• Considerate and respectful care that honors psychosocial, spiritual and cultural values and beliefs

Each patient has the responsibility to:

• Respect the rights of other patients and Texas Tech Physicians personnel
• Respect TTUHSC property and property of other patients
• Ensure that all minors in his or her charge observe and respect Texas Tech Physicians policies and rules while on TTUHSC premises

*La traducción en español es disponible sobre el pedido.
SPEAK UP

Speak up if you have questions or concerns or if there is anything you don’t understand.

Pay attention to what is going on. Tell the doctor or nurse if something doesn’t seem right.

Educate yourself about your condition. Make sure you understand what a form means before you sign it.

Ask questions. There is no such thing as a dumb question when it comes to your health or your child’s health.

Know what your medicines and allergies are. Bring your medicines and medication list with you to every appointment.

Use clinics that are quality checked. The clinics at Texas Tech Physicians of Lubbock are all inspected and quality checked by The Joint Commission, a national accreditation agency*.

Participate in all decisions about your care. You are the center of your health care team.

*DShould you have a concern that is not addressed by clinic personnel or Patient Services, you may contact The Joint Commission by phone or mail at:

Joint Commission on Accreditation of Healthcare Organizations
One Renaissance Boulevard
Oakbrook Terrace, IL 60181
(630) 792-5000

CLINICS

DERMATOLOGY

Complete treatment of diseases of the skin, hair and nail for adults and children. Specialized services include Mohs surgery for skin cancer and laser surgery for warts, brown spots, tattoos and birthmarks. Cosmetic procedures available include treatment of leg veins, botox, collagen injections and chemical peels.

Open 8 a.m. to 5 p.m. Monday-Friday, TTUHSC, 3601 4th St., east wing, 4th floor, Room 4A100  (806) 743-1842 or (800) 782-7310

Some insurance plans require a referral from a primary care provider. All covered procedures are paid by insurance carriers under surgery benefit guidelines. Please check with your insurance company for verification of benefits.
FAMILY MEDICINE

Comprehensive health care for adults and children placing particular emphasis on treating entire families. Services include routine physicals, immunizations, sports medicine, annual gynecological exams, obstetrics, well-baby and early and periodic screening, diagnosis and treatment exams, and general care.

Grand Expectations (obstetrics only) ........... (806) 761-0616

2602 Ave. Q

Texas Tech Physicians Medical Pavilion ....... (806) 743-2757
8 a.m. – 5 p.m., Monday – Friday
3601 4th St., First Floor

INTERNAL MEDICINE

Diagnosis and treatment of non-surgical diseases in adults. Specialized services include rheumatology (arthritis, joint pain, connective tissue disease), cardiology, hematology/oncology (blood diseases and non-surgical cancer diagnosis and treatment), infectious diseases, nephrology (kidney), pulmonology (lung), gastroenterology (stomach and colon) and urgent care.

Texas Tech Physicians Medical Pavilion
8 a.m. – 5 p.m., Monday – Friday
4th Street and Indiana Avenue, second floor

General internal medicine ......................(806) 743-3150
Cardiology, Center for Cardiovascular Health ... (806) 743-1501
Cardiology (Grace Clinic, 2412 50th St.) ....... (806) 784-3100
Gastroenterology .................................. (806) 743-3150
Hematology/oncology ................................ (806) 775-8600
Infectious diseases ................................ (806) 743-3150
Nephrology ........................................... (806) 743-3150
Pulmonology ......................................... (806) 743-3150

8 a.m. – 5 p.m., Monday
8 a.m. – noon, Tuesday, Wednesday, Thursday
Urgent care...........................................(806) 743-3150
NEUROLOGY

Evaluation and treatment of epilepsy and seizure disorders, stroke, headache, memory disorders, neuromuscular disease and neurodegenerative disorders like Parkinson’s and Alzheimer’s disease.

TTUHSC Main Building
8 a.m. – 5 p.m., Monday – Friday
3601 4th St., third floor, Room 3A105......... (806) 743-2391

OBSTETRICS AND GYNECOLOGY

Specialized services include well-woman care, annual exams, family planning, general gynecology, colposcopy, gynecologic endocrinology, menopause care, high-risk obstetric care, gestational diabetes, reproductive genetics, ultrasound, fetal testing and infertility. All OB-GYN clinics are open 8 a.m. to 5 p.m., Monday-Friday.

Grand Expectations
2602 Ave. Q ..................................................(806) 747-1780

OB-GYN at the Texas Tech Physicians Medical Pavilion
3601 4th St., third floor.................................(806) 743-2340

OB-GYN at Healthpoint
4004 82nd St., Suite A.................................(806) 796-8537

THE CENTER FOR PERINATAL MEDICINE

Prenatal diagnosis, reproductive genetics, ultrasound, fetal diagnosis and therapy, fetal testing and maternal-fetal medicine consultation and care.

UMC Medical Office Plaza
8 a.m. – 5 p.m., Monday – Friday
3502 9th St., Suite G-70.........................(806) 761-0770

Fertility and Reproductive Surgery
8 a.m – 5 p.m., Monday – Friday
3502 9th St., Suite G-10 .......................(806) 743-4256
OPHTHALMOLOGY AND VISUAL SCIENCES

Structure, functions and diseases of the eye. Specialized services include medical and surgical care for eye disease and injury, corneal transplants, cataract surgery, ocular plastic surgery, pediatric eye disease, diabetic eye diseases, ocular tumors, glaucoma, low vision aids, keratoconus contact lens fitting, laservision correction, eye injury, and retina and vitreous diseases.

OPHTHALMOLOGY CLINIC
TTUHSC Main Building, second floor, Room 2A100
7:30 a.m. – 5:30 p.m., Monday – Friday (806) 743-2020
 .......... (800) 535-8006

Texas Tech Physicians – Texas Tech Eye Consultants
8 a.m. – 5 p.m., Monday – Friday
4004 82nd St., Bldg 200 (806) 743-7676

Laser Vision Center
8 a.m. – 5 p.m., Monday-Friday
4004 82nd St., Bldg 200 (806) 743-7777

ORTHOPAEDIC SURGERY AND REHABILITATION

Prevention and correction of injuries or disorders of the skeletal system, muscles, joints and ligaments. Specialized services include sports medicine, surgical treatment of cancers of the bones and muscles, hand, ankle, bunions, nerve entrapment syndrome, degenerative diseases and diabetic foot disease.
Specialized services for children include treatment for neuromuscular disorders, clubfoot and hand, congenital and developmental hip disorders, scoliosis, spina bifida, pediatric trauma and fractures.

ORTHOPAEDIC CLINIC
Texas Tech Physicians Medical Pavilion
8 a.m. – 5 p.m., Monday- Friday
3601 4th St., Fourth Floor (806) 743-4263
 .................(800) 298-BONE (2663)

CHILDREN’S ORTHOPAEDIC CENTER
Texas Tech Physicians Medical Pavilion
8 a.m. – noon, 1 – 5 p.m., Monday
8 a.m. – noon, Thursday
3601 4th St., Fourth Floor (806) 743-3038

PATHOLOGY

Provides a full range of laboratory testing for clinic patients in addition to providing lab services for various departments.

TTUHSC Main Building, 3601 4th St.
East wing, first floor, Room 1A100 (806) 743-2124
PEDIATRICS

Care and treatment of diseases or injuries in infants and children. Specialized services include well-child exams, immunizations, cardiology, developmental medicine, endocrinology, infectious diseases, nephrology, pulmonology, genetics and psychology.

Texas Tech Physicians Medical Pavilion
4th Street and Indiana Avenue
Third Floor, 8 a.m. – 5 p.m.
Monday – Friday ............................................ (806) 743-7335

Medical Office Plaza, 3502 9th St., Suite 130
8 a.m. – 5 p.m
Monday – Friday................................. (806) 743-1188

Raider Clinic, 6830 Quaker Ave., Ste. C
8 a.m. – 5 p.m.
Monday – Friday............................ 806) 743-7660

Healthpoint, 4004 82nd St., Suite C
8 a.m. – 5 p.m
Monday - Friday .....................................(806) 743-7800

PSYCHIATRY

Diagnostic evaluations, medication management, individual and group psychotherapy, psychological testing, neuropsychological testing, biofeedback and chemical dependency treatment and several specialized psychiatric disorders.

TTUHSC Main Building
8 a.m – 5 p.m., Monday – Friday
3601 4th St., first floor, east wing
Room 1A122..................................................(806) 743-2800

STUDENT HEALTH SERVICES

Primary care clinic for Texas Tech students. Students pay a medical fee to cover clinic services. If a student needs to be seen by other physicians outside of the student clinic, the student is responsible for those charges.

Services at the Student Wellness Center include pharmacy, laboratory, X-ray and primary care.

1003 Flint Ave.
(806) 743-2860
Appointments...........................................(806) 743-2848
Pharmacy...................................................(806) 743-2636
SURGERY
Provides general surgical services for adults. Specialized surgical treatment is available for the subspecialties of cardiothoracic (heart and vascular), vascular interventional radiology, cancer and burn trauma. Laparoscopic surgery is available for hernia repair, gall bladder and appendix removal, and exploratory evaluation of pancreatic, endocrine, digestive and gastrointestinal disorders.

ENT/facial reconstructive surgery .......... (806) 743-2373
General surgery/vascular .................. (806) 743-2373

Texas Tech Physicians Medical Pavilion
8 a.m. – 5 p.m., Monday – Friday
3601 4th St., Fourth floor

Medical Office Plaza - General Surgery
8 a.m. – 5 p.m., Monday – Friday
3502 9th St. Suite 310.................... (806) 743-2377

Breast/surgical oncology................. (806) 775-8600
Southwest Cancer Center
602 Indiana Ave.

UROLOGY
Provides medical and surgical care for infants through senior citizens. Specialized services include treatment and/or surgery for bedwetting, prostate cancer and disease, female urology, kidney stones, impotence, male and female incontinence as well as other genitourinary problems.

TTUHSC
3601 4th St., Room 3B100
8 a.m. – 5 p.m., Monday – Friday ..........(806) 743-1810

NOTES
Quick Reference
Telephone and Address Guide

Texas Tech Physicians of Lubbock Clinical Services

Dermatology TTUHSC, Room 4A100 ................................................................. (806) 743-1842, Toll-free (800) 782-7310
Family Medicine – Texas Tech Physicians Medical Pavilion, first floor ...................................(806) 743-1177, (806)743-2757
Grand Expectations, 2602 Ave. Q .................................................................(806) 761-0616
Internal Medicine, Medical Pavilion, second floor ...........................................(806) 743-3150
Cardiology, Center for Cardiovascular Health .......................................................(806) 743-1501
Oncology Cancer Center, 602 Indiana Ave .....................................................775-8600
Neurology TTUHSC, Room 3A105 .................................................................743-2391
OB-GYN – Texas Tech Physicians Medical Pavilion, third floor .........................743-2340
Grand Expectations, 2602 Ave. Q .................................................................(806)747-1780
Infertility Division, Medical Office Plaza, G-10 ..................................................(806)743-4256
Perinatal Division, Medical Office Plaza, G-70 ....................................................(806)761-0770
Southwest (HealthPoint), 4004 82nd St., Suite A ............................................(806)796-8537
Ophthalmology, TTUHSC, Room 2A100 ......................................................(806)743-2020, Toll-free (800) 535-8006
Laser Vision, 4004 82nd St., Bldg 200 ..............................................................(806)743-7777
Texas Tech Eye Consultants, 4004 82nd St., Bldg 200 ........................................(806)743-7676
Community Health Center, 1318 Broadway ................................................(806)765-2611
Orthopaedics, Medical Pavilion, fourth floor ......................................................(806)743-4263, Toll-free (800) 298-2663
Children’s Division, Medical Pavilion, fourth floor .........................................(806)743-3038
Pathology, TTUHSC, Room 1A100 .................................................................(806)743-2124
Pediatrics, Medical Pavilion ............................................................................(806)743-7335
MOP, Medical Office Plaza, Suite 130 .............................................................(806)743-1188
Raider Clinic, 6830 Quaker Ave .....................................................................(806)743-7660
Southwest (HealthPoint), 4004 82nd St., Suite C ............................................(806)743-7800
Psychiatry, TTUHSC, Room 1A122 ...............................................................(806)743-2800
Student Health Services Texas Tech campus, 1003 Flint Ave ......................(806)743-2848
Surgery Medical Pavilion, fourth floor ...........................................................(806)743-2373
ENT Division, Medical Pavilion, fourth floor ....................................................(806)743-2373
Surgery (Medical Office Plaza Ste. 310) ...........................................................(806) 743-2377
Oncology Cancer Center, 602 Indiana Ave .....................................................(806)775-8600
Urology, TTUHSC, Room 3B100 .................................................................(806)743-1810

Texas Tech Physicians of Lubbock Support Services

Billing Office, Medical Pavilion basement ....................................................... (806)743-2898, Toll-free (800) 872-2956
Clinical Research Institute, TTUHSC basement .............................................(806)743-4222
Financial Screening, Medical Pavilion basement .............................................(806)743-1970 x 268
HIPAA Privacy Office, TTUHSC Room 1BC113 ..............................................(806)743-4007
Medical Records, TTUHSC Room 1B108 .......................................................(806)743-2608
Information Desks at Texas Tech Physicians Medical Pavilion and TTUHSC entrance ...................................................(806)743-4636
Patient Services, Texas Tech Physicians Medical Pavilion, Room 1010A ..........(806)743-2669
Spanish assistance information desks ...............................................................(806)743-4636
Volunteer Services, TTUHSC 1B421 .............................................................(806)743-2959
Texas Tech Police Department, TTUHSC basement ....................................(806) 743-2000