

Department of Psychiatry
6610 Quaker Ave
Lubbock, TX 79430
MS 7118
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Important Clinic Information

Office Hours: Monday-Friday 8:00-5:00pm, (806) 743-4270

Office Appointments: New patient appointments are scheduled for **ninety (90)** minutes and follow up appointments are scheduled for **forty five (45)** minutes. We ask that you arrive **fifteen (15) minutes early for a new patient appointment to complete all needed paperwork.** In order to keep our schedule on time for all patients, we ask that you arrive on time for your appointments. **If you arrive more than fifteen (15) minutes late you may have to be rescheduled for another appointment time.** Excessive cancellations and rescheduling are not acceptable. We will not be able to have a therapeutic relationship with you if you do not show up for your appointments. **If you no show for three (3) appointments in a twelve (12) month period you will be dismissed from our clinic.**

Payments: Co-payments, co-insurance, and deductibles are *due at the time of service*. Payment plans can be arranged with our billing professionals. We accept cash (*exact amount only*), checks, and credit cards (Visa, Master Card or Discover).

You are responsible to pay any expenses incurred that are not covered by your insurance.

Prescription Refill Policy: **Please notify our clinic that a refill is needed when you have at least 1 week supply remaining.** You are welcome to call the clinic during normal business hours to request your prescription refills in advance.

Medical Records: If you need a copy of your child's medical records you will need to complete a release of information. You can complete this in our office. All letters, forms, and other documents that need completion need to be delivered to our office. Please allow seven (7) business days for your physician to complete.

Confidentiality: We value your privacy and we ask you to do the same. Please remember to keep any information you see or hear in the clinic confidential.