



Gastro Health & Nutrition

## Appointment FAQs

### Where Are We Located?

Our main campus is located at – 6404 Nursery Drive, Suite 201 Victoria TX, 77904. We are located in the Springwood Medical Plaza.

We also have locations in Memorial City and Katy.

### If I need to change or cancel my appointment, what do I do?

Please call 361-485-2695 during office hours (8:00 am-5:00 pm M-F) to change or cancel your appointment.

After hours or weekends, please call 361-485-2695 and leave a non-urgent message. If you are calling to cancel or reschedule your appointment within 24 hours, we may assess a \$50 service charge for an office visit and \$100 for a procedure visit to your account. This is not reimbursable by your insurance company. You will be billed directly for it.

## What Do I Need To Bring To My Appointment?

If you have not completed the paperwork electronically, please arrive 30 minutes prior to your appointment to your completed forms. We will also need any pertinent medical records, these can be faxed by your referring doctor, a list of medications (including dose), an insurance card, and a form of identification (driver's license). You should also bring cash, check, or credit/debit card to cover any visit copayments or outstanding balances with our office.

## How Much Will An Office Visit or a Procedure Cost?

That depends. The specific amount will depend on your insurance plan and the type of visit. If you have health insurance, you may be subject to deductible, co-insurance, and/or co-payment requirements set by your plan. If you have any inquiries about our policy of collecting payment at the time of service, please feel free to ask. Additionally, your insurance company's customer service department can offer insights into your out-of-pocket expenses. They have detailed information about your coverage. We are more than willing to furnish you with procedure and diagnosis code details to support you in this regard.

## Do you take payments?

Payment of copays is expected during the time of your visit. If you are interested in setting up a payment plan, we do accept [Care Credit](#).

## Where do I send my Medical Records?

When sending your medical records, please reference the appointment location, and or appointment date. You can send them to

[contact@yourgastrohealth.com](mailto:contact@yourgastrohealth.com)

## Why do I need an appointment for medication refills?

It is essential for us to stay up to date on any changes in your condition and to verify that all medications we are prescribing are still appropriate.

## Do I Need a Referral To Schedule An Appointment?

You do not need a referral to schedule an appointment, however, some insurance plans require patients to have a referral prior to seeing a specialist. If your insurance requires a referral, you will need to contact your primary physician and let them know you have an appointment with our office and they will contact the insurance and obtain the referral authorization and send it to us. We cannot see you if we have not received this referral prior to your appointment. If you possess HMO Insurance or Medicare/Medicare Advantage, please note that our office necessitates a referral before scheduling your appointment.

## If I am late for my office appointment, will I need to reschedule?

If you are going to be late for your appointment, we ask that you call the office and let us know so we can determine if we can accommodate your late arrival. We will do our best to still see you but the provider's schedules are full and we cannot always make adjustments to accommodate a late arrival. We also have to take into account other patients that have arrived as scheduled. It's not fair to ask them to wait when they have arrived on time. If you do not call and arrive late, you may be asked to reschedule.

## Why do I have to arrive 15-30 minutes before my appointment time?

It allows you time to complete the check-in process and be ready for your visit. You will be able to fully utilize your appointment to consult with your provider. It is entirely to your advantage to arrive early for your appointment. It's also a courtesy to other patients. If you arrive late and we see you, the next patient will be inconvenienced because the provider will be running behind. Again, if you have NOT completed your paperwork electronically or sent it in prior to your appointment, please arrive 30 minutes early.

## It's not an emergency but I'd like an earlier appointment, how can I move up?

If you are a new patient, send us your past medical records and have your health provider call us about your condition. Be flexible about the dates and times of when you can be seen. "We want to provide timely access for all our patients."