

# Aggieland ADHD Center

**Michael Ruggiero, D.O.**

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## WELCOME TO OUR OFFICE

Thank you for choosing us as your health care provider. Dr. Ruggiero is a Board Certified Family Physician. He attended college at the University of Scranton, Medical School in Philadelphia, PA at the Philadelphia College of Osteopathic Medicine and completed his post graduate training in York, PA. He has been in practice in the Brazos Valley since 1991.

Our office is committed to providing you with the best in health care. We want you to feel comfortable in our office as well as with your treatment plan. In order to do so, we ask that you read and follow our policies.

### Office hours By Appointment Only

**Monday thru Thursday 8:00 am until noon; 1pm to 4:30PM**

**Friday 8:00 am until noon**

**Closed Saturday and Sunday**

### INFORMATION FOR FIRST-TIME VISIT :

We ask that all new patients arrive at least thirty minutes before the assigned appointment time. You will be asked to fill out new patient information before seeing the doctor. It is important to completely and accurately fill out all the paperwork in order to receive appropriate treatment. We also request a Picture ID, and may ask to take a photo for your record. Insurance cards or verification must be presented at the initial visit, then as needed thereafter.

### MINOR PATIENTS:

Minor Patients must be accompanied by their parent or guardian. Written authorization from the appropriate parent or guardian is considered consent to treat in emergencies or when guardian is unavailable.

### HEALTH INSURANCE / BILLING:

You are responsible for payment. Please make sure we have a copy of your current insurance information on file. If anything changes with your insurance, you **must** bring a copy of your new card and let the receptionist know before your appointment. We are happy to file a claim for you, but we must have all the correct information in order to process the claim. **You are responsible for payment if we are not notified about new or changed insurance coverage.** If your insurance has a deductible amount, you are responsible to pay for visits at the time of the appointment, until the deductible has been met.

### **PRIOR AUTHORIZATIONS:**

If your insurance company requires a prior authorization for procedures, referrals or medications, you will be notified. They will contact you or our office and we will need to complete the proper forms. This can take up to one week, depending on the insurance company. We will work with your insurer to expedite these authorization requests. For consultant referrals, we must have the information before the visit with the consultant so we can obtain authorization numbers.

### **MISSED APPOINTMENTS:**

If you have made an appointment and find you are unable to keep it, our office requires that you notify us to postpone, reschedule or cancel the appointment at least three hours, but preferably 24 hrs. before the appointment time. **We must charge a late fee of \$35 for any missed appointment**; we consider 15 minutes after the appointment time as being late. Messages left up to the day before the appointment will be considered an acceptable notification.

### **PRESCRIPTION REFILL REQUESTS:**

We ask that you contact your pharmacy if you need to refill non-controlled medications. The pharmacy will know if they need to contact us or if you have refills already authorized. If needed, they will send a fax to the office with the request. We must ask that you allow 48 hrs. for us to process, review records and have the doctor approve any refill requests. For Controlled Medications, please call the office BEFORE you anticipate running out of medication. Plan ahead!

### **SAMPLE MEDICATIONS:**

Our office receives samples of some medications from time to time which are meant to be used on a short term basis to decide if it's the right choice for you. If you continue these meds, prescriptions will be used. We cannot guarantee samples are available, so do not expect to get samples after the first time you've been given some.

### **TEST RESULTS:**

Our office will contact you after we have received any test results. We receive most routine labs within 2-5 days after the test was performed. If you have not heard about your test results within seven days, please call to inquire.

### **COMPLAINTS AND COMMENTS:**

If you have a suggestion as to how we can better serve you, please let us know. If you have a complaint, with staff, another patient or the doctor, please notify the office manager. You may file written complaints or phone. We strive to present a friendly, cooperative, easy to use practice. Feel free to let us know how we're doing.