Conroe Family Medicine, P.A.

Patients Responsibilities and Rights

Your Responsibilities:

• Follow your Physician’s instructions.
• Be on time for your appointment. If you are more than 15 minutes late you may have to reschedule your appointment.
• Let us know if your address, phone numbers or insurance have changed.
• Carry your insurance card with you at all times and bring to every appointment that you have. We will need a copy of your insurance card.
• Co-payment is due at time of service.
• Know all of your insurance benefits.
• If a referral is needed to a specialist let our office know at least 48 hours before your appointment.
• **Allow 48-72 hours for all prescription refills.**
• Please respect patients and Conroe Family Medicine staff.
• If you are unable to keep an appointment please give the office 24 hours notice. We may charge $25 for any unkept appointments.

Your Rights:

• Receive quality health care.
• Be treated respectfully by Conroe Family Medicine.
• Expect that all communications and records pertaining to your health care will be treated as confidential.
• Take part in wellness programs.
• Receive assistance from your insurance company’s customer service for concerns and questions.
• Be involved in decisions regarding the medical care you receive.