



PINEYWOODS HEART

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**Dr. Hannah Deppisch, M.D.**

4800 NE Stallings DR., Ste. 115 Nacogdoches, TX 75965

Office: (936) 305-5102 Fax: (936) 205-9817

## Office Policies & Procedures

### Office Hours:

Office hours are Monday-Thursday 9:00 AM to 5:00 PM and Friday 9:00 AM To 12:00 PM. We are closed Sundays and Religious holidays.

We do lab draws Monday-Friday from 9:00 AM to 10:30 AM if needed outside of a scheduled appointment. PT/INR checks are ONLY Tuesday-Thursday from 9:00 AM to 10:30 AM.

Primary Care Patient appointments are only on Wednesdays and we do not schedule New Patient appointments or Pacemaker checks on Mondays or Fridays.

### Scheduling Appointments:

Appointments can be made via email to [pwheart@direct.practicefusion.com](mailto:pwheart@direct.practicefusion.com), by patient portal, or by phone (936) 305-5102.

Our appointment calendar stays booked out, but we do leave spots open for **acute** problems that need to be seen that day. If those appointments are already booked, and Dr. Deppisch agrees to see you outside normal office hours, an additional \$50.00 fee will apply. This fee is not covered by insurance and is **due at the time of service** in addition to and copay or deductibles.

Because Dr. Deppisch can generally accommodate appointment requests on the next business, please help to maintain open access by:

- 1) Consulting with her **in person** instead of over the telephone or email.
- 2) Discussing new medications or tests **in person**, and not over telephone or by email.
- 3) Bringing your medication bottles with you on each visit to the office.

### **Timelines:**

Dr. Deppisch knows your time is valuable and will make every effort to keep on schedule. If we are running more than 20 minutes behind, we will offer you another appointment. We ask that you arrive **at least 15 minutes prior** to your appointment time. Please call if you are running late. Note that your appointment will not be extended due to late arrival and you may be asked to reschedule.

### **No Show/Missed Appointment/Late Cancellation:**

Your appointment time is reserved especially for you. Please call or email us at (936) 305-5102 or [pwheart@direct.practicefusion.com](mailto:pwheart@direct.practicefusion.com) to cancel or reschedule at least 24 hours prior to your appointment. This allows us to offer that time to another patient. If you fail to show for your appointment or cancel with less than 24 hours notification, there will be a \$50.00 fee charged to your account unless you have extenuating circumstances approved by Dr. Deppisch. Our missed appointment policy is strictly enforced and intended to prevent ALL patients from having to pay higher fees.

### **After Hours and Emergency Access:**

If you have a medical emergency, **CALL 911** or go to the nearest emergency room. In the event of a **medically urgent** after hours, non-life threatening issue, Dr. Deppisch can be reached by calling the office phone number (936) 305-5102.

### **Office Accessibility:**

Dr. Deppisch's office is located in Suite 115 of the Professional building at 4800 NE Stallings Drive Nacogdoches, TX 75965.

### **Phone Calls and Multiple Request:**

Unless you need to schedule an appointment, have a billing/insurance question or a MEDICAL question for the nurse, do not call. Prescriptions need to be requested by the pharmacy. Everything else, needs to have

an appointment scheduled. DO NOT make multiple calls regarding the same problem. We will get back with you and we will call back.

### **Antibiotic Policy:**

It can be very difficult to recognize and treat illness over the telephone, and the best attention can be given to those making an appointment to see Dr. Deppisch in person. **To minimize rapidly growing antibiotic resistance- Dr. Deppisch will only supply a prescription for antibiotics after you have been seen in the office.**

### **Insurance:**

We currently accept most major insurance plans. We are not currently accepting new Medicaid or HMO patients, unless they would like to cash pay.

Please note that if we do not accept your insurance and you do not have “out-of-network” benefits, than you will be responsible for the entire cost of your care on the day services are rendered. If you do have “out-of-network” benefits, you will be responsible for the entire cost of your care and then will need to submit a receipt for reimbursement to your insurance plan.

Please be sure to bring your insurance card and driver’s license with you to every visit and alert us of any personal information changes.

**Patients with questions about their coverage should contact their insurance carrier’s directly via the telephone number on the back of their card.**

### **Prescription Refill Policy:**

The best time to request prescription refills is **during an office visit**. The task of e-prescribing, or faxing or calling pharmacies for prescription refills can be very time-consuming. If your current prescription bottle indicates that you have remaining refills, please contact your pharmacy.

Requests to renew expired prescription outside of an office visit will only be filled on **Tuesdays and Thursdays**. You may either email the request to [pwheart@direct.practicefusion.com](mailto:pwheart@direct.practicefusion.com), call the office at (936) 305-5102 or **have the pharmacy send in the request (This is the PREFERRED MEANS OF**

**REFILL REQUEST).** Please be aware that any request received after 3:30 on Tuesday or Thursday will not be filled until the following refill day. Please do not contact Dr. Deppisch on her personal cell phone or personal email for prescription requests.

### **Narcotics and Controlled Substances:**

Long term or chronic use of habit-forming drugs such as narcotic pain medications, benzodiazepines and medications used for the treatment of ADHD is seldom in the best interest of patients. Patients who require narcotics and/or controlled substances for longer than **TWO** weeks will be required to sign a “**Controlled Substance Contract**” which outlines the conditions under which Dr. Deppisch is willing to prescribe them. Patients are required to agree to only receive their controlled substance prescriptions solely from Dr. Deppisch and to use a single pharmacy for refills.

Any patient who joins the practice and is already using controlled substances will need to provide medical documentation for their use and may be asked to submit a urine sample for drug and chemical dependency screening. If the conditions of the controlled substance contract are not met, Dr. Deppisch reserves the right to terminate her relationship with the patient.

Narcotics and controlled substances are prohibited by law from being called into or electronically submitted to a pharmacy, and most cannot be dispense with refills. Therefore, it is **your** responsibility to schedule an appointment five days prior to your prescription running out.

### **Form Completion Policy:**

All paper forms that require Dr. Deppisch to complete (school/work, physicals, disability forms, insurance forms, travel forms, etc.) should be submitted at the time of your office visit and come with a \$35.00 fee which is not reimbursed by insurance companies. Any forms submitted should be given **FIVE** business days for completion.

There will be a \$50.00 form completion charge if you do not have a scheduled appointment. If forms need to be processed more urgently there will be an additional \$50.00 expedited form completion fee.

**Patient Portal:**

Our practice offers 24/7 access to your personal medical records through our Patient Portal. The Patient Portal enables you to communicate with Dr. Deppisch and staff easily, safely and securely. This is the PREFERRED MEANS OF COMMUNICATING WITH OUR OFFICE.

Patients are given secure user IDs and passwords, enabling access to the Portal in order to view personal and private documents, including lab and diagnostic test results, educational information, billing statements and consultation notes.

By using the Patient Portal, you no longer have to call the office, leave a message, and wait for a response to get the results of your lab work or questions regarding billing; those results and issues are available to you through the Portal. You can also send a message to the office through the Portal and expect a prompt reply. To learn more or to sign up go to our website, [www.PinewoodsHeart.com](http://www.PinewoodsHeart.com) and follow the link to register.

**Policies and Procedures**

I certify that I have read and received a copy of the Pineywoods Heart Office Policies and Procedures and I agree to be bound to these terms. I also understand and agree that such terms may be amended by the practice from time to time.

I also understand that Dr. Deppisch's office has a "three strike rule." If I fail to comply with any of these policies more than three times, I understand that Dr. Deppisch has the right to release my records to me and it is my responsibility to find a new doctor.



\_\_\_\_\_   
 Patient Name



\_\_\_\_\_   
 Patient Signature

\_\_\_\_\_   
 Date

Violation #1:

Violation #2:

Violation #3: