

Additional Office Policies

Please read carefully and sign below to confirm that you understand the listed office policies of Liver Specialist of Texas. These policies have been established to provide all of our patients the highest level of care.

1. Laboratory, radiology procedures (ultrasound/CT scan, MRI), liver biopsy, endoscopy results will not be discussed by phone. These results will be discussed at the scheduled follow-up visit, where a complete assessment and discussion of these findings can be thoroughly discussed with you. All urgent or unexpected finding will be discussed immediately with you.
2. Radiology procedures (ultrasound, CT scan, MRI) will be scheduled directly by the patient, using the radiology scheduling form supplied and filled out by the office staff at the time of your visit. Our office will schedule liver biopsies that require radiology support.
3. All patients with HMO insurance must provide prior authorization for any radiological procedure. This will be the responsibility of the patient.
4. As a courtesy, kindly alert our office when any radiological procedure is scheduled so we can obtain the results in a timely manner.
5. Phone calls will be returned based on urgency/priority. Non-emergent calls are returned within 24-72 hours. Visit our web site at www.texasliver.com for common questions and information.
6. Prescription refills must be requested by your pharmacy directly. Refill requests are answered in 3-5 working days. Patients must submit all mail-order prescriptions. Prescriptions for Interferon are excluded from the rule.
7. Requests for special letters from Dr. Galati can take up to two weeks to be prepared.
8. Clinical information will be relayed to your Primary Care Physician to facilitate completion of disability applications. Our office does not complete disability applications.
9. It is the patient's responsibility to have copies of prior medical records forwarded to our office for evaluation. Based on Texas Medical Association guidelines, old records will be copied at the following rate: \$25.00 for the first 20 pages; 50¢/page there after. Copying of any other reports will be charged at a rate of 25¢/page.
10. If you are out of town, kindly provide us with a local number so we can communicate with you if necessary.

Thank you for following these policies. This allows our staff to focus on the most urgent situations we are faced with on a daily basis. We all look forward to helping you and addressing the problems you may be experiencing.

Sincerely,

Joseph S. Galati, M.D.