Patient Printed name or label_____

We would like to take this opportunity to welcome you to our practice and to thank you for choosing Houston Methodist Urology Associates as your health care provider. Our goal is to do our very best to accommodate your comfort, privacy, safety and personal needs. We want to provide the best health care experience possible to you and your family.

Houston Methodist My Chart – Patient Portal

Your health records and care team are just a few clicks away with ***Houston Methodist My Chart***! In an effort to expedite your communication needs, we request that you participate in ***Houston Methodist My Chart*** as a primary communication tool for medical questions, view important test results, request a prescription refill, have access to your health care records and managing your appointments.

What to Expect at your Appointments

Upon arrival for your appointments, you will be asked to sign in and confirm your information at each visit. This provides you an opportunity to update your telephone number, address, new insurance and pharmacy. If your insurance requires a copayment or co-insurance, we will collect this at the time of check in. If you have a co-insurance plan, we will collect an estimated amount based on your reason for the visit. Any balances due will be sent to you via a statement following your visit.

If you will be more than 15 minutes late for your appointment, please call the office to determine if you can still be seen that day or if you will need to be rescheduled.
If you cannot keep your appointment, please call us at least 24 hours in advance to avoid a potential *No Show Fee.*

Medications and Refills

Our staff works closely with pharmacies to refill your prescriptions quickly and accurately. The best way to update your prescriptions is to request a refill at the time of your office visit. If you find that your prescription has expired, please ask your pharmacy to send us a refill request or you can request a refill through ***Houston Methodist My Chart***. Please allow up to 3 business days for prescription refills to be completed. Medications are not refilled during the weekends or holidays. Regular follow up as instructed by your Physician is required to continue receiving medication refills.

Test Results

The fastest way to receive results is on ***Houston Methodist My Chart***. Some test results on My Chart will be available in 3 business days, however please allow your Physician time to review and address results accordingly. For updates you can send a message to your Physician through ***Houston Methodist My Chart***. Some lab results sent or performed outside of the Methodist Organization will not be uploaded to My Chart. These can be provided by the office with a written request.

Other Communication

You can communicate with the Physician team for non-urgent matters on ***Houston Methodist My Chart***. This is the preferred method of communication. Our medical assistants are routinely assisting the Physicians with patients in the office throughout the day. Electronic messaging through My Chart can be performed between clinic blocks for a faster response.

Urgent and Emergency Care

If you are having an emergency, severe symptoms or rapidly worsening symptoms, or your Physician has advised ER care – go directly to the nearest ER or call 911. For non-emergency conditions requiring after hours care, we recommend you go to the nearest urgent care covered under your insurance plan.

Billing Questions

We do our best to collect your out of pocket responsibility at the time of service based on the benefit information received from your insurance. If additional services are rendered during your visit, these may result in additional costs. You will receive a statement with an explanation of services and balances due. If you have questions, contact our Central Billing Office at 832 - 667-5900. We partner with several independent labs to perform tests ordered by the Physician. These entities process billing separate from your Methodist providers. Questions about these balances should be directed to the customer service line provided on the statement you receive.

Patient Signature _____ Date _____

Email address_____