

# WELCOME

Dr. Samuel C. Lee and Candice Moore, FNP-C would like to welcome you. We know you have many choices in life but the most important is your health and the health of your family and love ones. To help us meet your expectations, we would like to share some of our clinic policies.

1. Yearly physical.
2. Current Insurance cards and ID will be needed at each visit
3. In order to determine the best result for your health. Diabetic and Cholesterol visits are every 3-6 months.
4. New prescriptions are filled via appointment only. For refill requests, please contact your local pharmacy, allow 24-48 hours to respond. Please be advised that no pain prescriptions will be refilled in after hours. Faster response via patient portal.
5. All messages are returned within a 24 hour period. Leaving more than 1 message can delay your call back. Faster response via patient portal.
6. All emergency or urgent visits will be determined by provider and may have additional cost.
7. Co-Pay and Deductible are collected on your visit.  
Visa and Master card are accepted for your convenience for charges greater than \$10.
8. Clinic will need a 48 hour notice for any *cancelled appointments*. No Show fees may apply.
9. *Referral* will require 5-7 business days to process.  
Call 817-625-8818 for referral desk.
10. *After hour calls* are for TRUE emergencies and charges may apply. Providers will NOT approve any refills after hours.
11. Providing us with your email will allow you to set up a secure *patient portal* account. Feel free to ask staff if you need more information.
12. Services we provide: Wellness, Diabetic Care, Cholesterol, Hormone Replacement, OMT, Immigration Physicals and Hypertension.
13. We do NOT treat Work related injuries or Motor Vehicle Injuries.

Signature of Patient \_\_\_\_\_ Date \_\_\_\_\_

We pride ourselves on our supportive staff that are here to answer any questions. Again, thank you for your business and we look forward to working together for all your Family Practice needs.

From our Family to Yours

Dr. Samuel C. Lee  
Candice Moore FNP-C