



11240 FM 1960 West, Ste 210  
Houston TX 77065  
Phone: 281-469-7400  
Toll Free: 1-877-563-0817  
Fax: 281-469-7403

## OFFICE POLICY

### For All Visits

Please do not forget to:

- Bring a current immunization record and all relevant medical information
- Bring a copy of your current valid insurance card.
- Ensure the doctor listed as your PCP (for HMO, CHIPS or Medicaid) is a NW Cypress Pediatrics and Family Medicine, PLLC doctor.
- Arrive 15 minutes prior to your appointment and come 20 minutes prior to your appointment if your insurance or demographic information has changed.

### Initial Visits

In order to save you time during your initial visit, please complete our patient forms on our website, [www.nwcypressmd.com](http://www.nwcypressmd.com). You can print and return the copy via email, [info@nwcypressmd.com](mailto:info@nwcypressmd.com), fax (281) 469-7403, or regular mail. You may also make an account on the Patient Portal link and input all of your information directly onto our electronic medical records. Additionally, you may request these forms to be email or faxed to you. If you are unable to fill out the forms before you arrive at our office, please come thirty minutes prior to your appointment so that you will have ample time to complete these forms.

### Sick Visits

Please contact our office as soon as you feel your child needs to be evaluated. Please call early in the day so that we can give you the appropriate advice. We can see sick patients on the same day the appointment is made.

### No Shows and Tardiness

We strive to offer excellent service to our patients in a timely manner. It is unfair to others if you do not show up for your appointment, come late or walk in without calling first. If you have an appointment and cannot make it, please contact us to either cancel or re-schedule your appointment 24 hours in advance. There will be a \$25.00 charge if you fail to do so. If you know you will be at least 15 minutes late for your scheduled appointment, please call us as soon as possible, so we may adjust our schedules appropriately.

### Medical Services: After Hours

- **Emergencies**
  - In the event of an emergency, dial 911.
  - If you suspect your child has swallowed medicine or poison, dial Poison Control at 1-800-222-1222.
- **Urgent Questions**
  - After hours, please refer to the medical advice link on our website. If you need further assistance, please call our office. Please do not call the doctor on call for refills on prescriptions. Please leave refill requests during regular office hours.
- **Non Urgent Questions**

If you have a non urgent question, please call (281) 469-7400. Leave your name, telephone number, time of your call, and question and we will return your call on the next business day.