



Dallas
3410 Worth Street
Suite 860
Dallas, TX 75246
214-820-8500 (main)
214-820-0993 (fax)

Fort Worth
1250 8th Avenue
Suite 515
Fort Worth, TX 76104
817-922-9968 (main)
817-922-9762 (fax)

WELCOME TO LIVER CONSULTANTS!

Thank you for choosing our practice. We look forward to providing you with professional health care in a friendly and welcoming environment. This letter is designed to provide you with important information that you should know. Please take a moment to read through this important information. If you have any questions, we will be happy to discuss them with you.

Your First Appointment is: _____

TO SAVE TIME THE DAY OF YOUR APPOINTMENT, PLEASE FULLY COMPLETE THE ENCLOSED FORMS AND BRING THEM WITH YOU TO YOUR APPOINTMENT.

- Arrive 15 minutes prior to your scheduled appointment time.
- Please note, due to the complex nature of the specialty care that we provide, your appointment may take 2 – 3 hours from the time you check in to the time you check out.

What to bring to your appointment:

- Your insurance card and picture ID
- Full name and address of your referring physician
- Your medications
- Your co-payment and/or deductible

Office Hours:

Monday	Tuesday	Wednesday	Thursday	Friday
8:00am – 5:00pm	8:00am – 5:00pm	8:00am – 5:00pm	8:00am – 5:00pm	8:00am – 5:00pm

Phones: Telephones are answered Monday – Friday 8:30am – 4:30pm

Emergencies: For life-threatening situations, call 911. If you have an urgent problem after hours, please call our office and you will be forwarded to our answering service. They will page the physician on call.

Appointments:

- To schedule appointments please call 214-820-8500
 - As a courtesy to other patients and staff, please call the office as soon as possible if you are unable to keep your appointment or are going to be late.
-

Our Partnership with You:

What you expect from us:

- You will be treated with respect and dignity.
- Professional services that are both timely and appropriate.
- You will be kept informed of any clinic delays.
- Information about your plan of care that will help you reach an educated decision about your health.
- Time to answer all of your health care-related questions.
- Teaching material will be provided, if available.
- Information about what to expect from the Medical Practice billing process.
- Your records will be kept confidential except when you have given consent to do otherwise.
- The option to express your concerns, compliments or complaints with any of our staff. We promise to pay attention to and follow-up all of your concerns.

What do we need from you?

- To inform LCT staff of any pertinent changes in your contact information, other health issues, medications, primary and other physicians, insurance, and employment.
 - To arrive on time for scheduled appointments.
 - To call the office as soon as you are aware you cannot make an appointment or are running late.
 - To provide payment for services not covered by insurance within 90 days.
 - To pay all co-payments, co-insurances, deductibles or previous balances at the time of check out.
 - To follow the recommended treatment plan and inform care team of any changes.
 - To ask questions if directions and procedures are not understood.
-

Thank you! We look forward to serving you!

