

## TEST RESULTS

So that the clinic can communicate your test results to you as quickly as possible, please make sure that we have your daytime and evening phone numbers. Simple blood tests are often available in one day. Special tests are sent to outside labs and may take up to two weeks to complete. Ask your doctor at the time the test is ordered how and when you will be notified of the results.

## IN CASE OF EMERGENCY

If you are experiencing a life-threatening emergency, call 911 and go to the nearest emergency room. You may request to be transported to UT Southwestern Medical Center's emergency room. However, depending on the circumstances, paramedics may be required to take you to the nearest emergency room.

Regardless of the emergency room you go to, tell the staff physician that you would like to be transferred to UT Southwestern Medical Center when you are stable. The physician treating you will notify the General Internal Medicine physician-on-call, who will arrange your transfer to the appropriate facility.

In the event of an urgent problem after hours that is not life threatening, you may reach the on-call clinician by calling the usual clinic number or 214-645-8600.

## HOSPITAL ADMISSIONS

Patients requiring hospitalization are admitted to our hospital or one of the affiliated hospitals located on the UT Southwestern Medical Center campus. Non-emergency admissions may require prior approval of your insurance carrier.

## INSURANCE

The clinic accepts Medicare, private insurance, and most major managed-care health plans. A full listing is available at <http://www.utsouthwestern.edu/insurance>.

Co-payments and deductibles are due on the day of the

visit. If you have questions about your account, please call the billing office customer service representative at 214-645-0600.

Medicare and most managed-care plans in which we participate do not require a written referral to see a specialist. If you have a managed care plan that requires prior authorization, please notify our office a minimum of 48 hours in advance.

Not all services provided in our clinic are covered by insurance. Annual exams, many lab tests, screening radiology procedures and screening stress tests are often not covered. It is important that you be familiar with the limitations of your coverage. In the event you request a test that is not covered, you may be required to sign an Advance Beneficiary Notice, indicating your willingness to pay for the test.

*Thank you for allowing us to participate in your health care. We are committed to providing you with excellence in patient care and service. We look forward to serving you in the future.*

UT Southwestern Medical Center and its hospital affiliated clinics are smoke-free institutions. Smoking is not permitted in any of the facilities or on medical center grounds.

UT Southwestern is an equal opportunity institution.

WILLIAM T. AND GAY F. SOLOMON  
GENERAL INTERNAL MEDICINE CLINIC  
ASTON CLINICAL BUILDING  
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WILLIAM T. AND GAY F. SOLOMON  
GENERAL INTERNAL MEDICINE CLINIC



**UT** SOUTHWESTERN  
MEDICAL CENTER

## ABOUT GENERAL INTERNAL MEDICINE AT UT SOUTHWESTERN

PRIMARY CARE PHYSICIANS IN GENERAL INTERNAL MEDICINE SPECIALIZE IN MAINTAINING LONG-TERM ADULT WELLNESS.

THEY ARE EXPERTS IN THE PREVENTION, EARLY DIAGNOSIS AND TREATMENT OF COMMON DISORDERS. AMONG THESE DISORDERS ARE DIABETES, HIGH BLOOD PRESSURE, HIGH CHOLESTEROL, HEART DISEASE, OBESITY, OSTEOPOROSIS AND CONCERNS ASSOCIATED WITH AGING. OUR PHYSICIANS COORDINATE THE CARE OF PATIENTS WITH COMPLEX DISORDERS, ASSURING THAT ALL ASPECTS OF THEIR HEALTH RECEIVE THE PROPER CARE.

UT SOUTHWESTERN GENERAL INTERNAL MEDICINE PHYSICIANS DELIVER PATIENT CARE SERVICES AT UT SOUTHWESTERN MEDICAL CENTER, AT ASTON CLINICAL BUILDING, AND AT PARKLAND MEMORIAL HOSPITAL.

IN ADDITION TO CLINICAL CARE, OUR PHYSICIANS OVERSEE ACTIVE RESEARCH PROGRAMS IN ALZHEIMER'S DISEASE, OSTEOPOROSIS PREVENTION, CANCER EPIDEMIOLOGY, GERIATRICS, HYPERTENSION AND VARIOUS GENETIC DISORDERS. THEY ALSO SERVE AS MENTORS TO MEDICAL STUDENTS AND RESIDENTS.

### SERVICES OFFERED

Services offered in the General Internal Medicine clinic include:

- Preventive medicine
- Chronic-disease management
- Comprehensive geriatric assessment
- Pre-operative assessment
- Consultations and second opinions



### APPOINTMENTS

The clinic is open Monday through Friday from 8 a.m. to 5 p.m. Consultation with physicians and nurses is by appointment.

Scheduling:

Appointments may be scheduled by contacting the clinic directly or by using MyChart, which is your on-line health source. (Please see MyChart section for more information.) Direct line phone numbers for individual physicians are included in the accompanying insert. Please be prepared to provide the following information:

- Current insurance information
- Mailing address
- Daytime/evening/cell phone numbers

On the day of your appointment, please allow time for parking and registration. In addition, please bring the following items to your appointment:

- Current insurance card
- Method of payment
- Current medications or a complete list of medicines with doses, including all over-the-counter medications, herbs and vitamins

To cancel an appointment:

If it is necessary to cancel an appointment, please notify the clinic at least 24 hours in advance. This is an important courtesy to others waiting to schedule an appointment.

### ABOUT MYCHART

MyChart is a personalized online health source that allows you to securely access portions of your UT Southwestern medical record using the Internet.

With MyChart, you may review:

- Future appointments
- Immunization records
- Allergy and medication lists
- Test results
- Diagnoses
- Links to valuable health resources

MyChart allows you to communicate directly with the clinic to:

- Provide clinical information such as blood pressure or glucose measurements
- Request prescription refills
- Request and confirm appointments

### PRESCRIPTION REFILLS

Refills should be requested during regular office visits. Refills outside of office visits may be requested a number of ways.

- MyChart – You may use the prescription refill function of MyChart. This is usually the most efficient method.
- Local pharmacies – You may call the pharmacy directly and request that a refill request be faxed to the clinic.
- Mail-order pharmacies – You may contact the mail-order pharmacy directly and request that a refill be faxed to the clinic.
- Phone-ins – When contacting the clinic directly, please be prepared with the name, dosage and frequency of the required medication.
- Controlled substances – Narcotics or sedative refills must be approved by your physician and may not be filled by the on-call physician.