

# DIGESTIVE DISEASE SPECIALISTS, INC.

Southwest Office  
Southwest Medical Center Campus  
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Oklahoma City OK 73109  
(405) 632-4000

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Thank you for choosing Digestive Disease Specialists, Inc. for your medical care. We hope the following information will answer any questions you may have. If you have been scheduled for an appointment, please read the following office guidelines and print the appropriate forms to bring with you to your appointment.

## What to Bring to Your Appointment:

- **Completed Paperwork:** – If you are a new patient, or if you have not been seen by our physicians within the past year, the following forms must be completed before you see the doctor, and are available on-line by clicking on the following links: [Patient Information form](#), [Patient History Intake form](#), [Financial Responsibility form](#) and [Notice of Receipt of Privacy Notice form](#) after reading our [HIPAA Notice of Privacy Practices](#).
- **Medications List-** We will need a complete list of your medications with the strength, doses and how often you take them.
- **Insurance Card-** Please bring your insurance card to your appointment. We require a copy of the front and back of your insurance card(s) to file your insurance claim. If you do not have your insurance card, you will be responsible for payment-in-full at the time of your visit. If you do not have insurance coverage, we will expect payment-in-full at the time of service, unless previous arrangements have been made.
- **Photo Identification-** We also require that you bring photo identification. Please bring a driver's license, photo ID card, passport or other form of photo identification.

## Cancellations:

If you cannot keep your appointment, please call our office as soon as possible, before your appointment, or you will be charged a \$25.00 no-show fee.

If you are going to be more than 15 minutes late for your appointment, we request that you call to see if it will be necessary to reschedule your appointment. Because our patients are seen by appointments only, we cannot always accommodate late arrivals.

**Office Hours:** The DDSI Southwest Office is open from 9:00am until 5:00pm, Monday through Friday. Calls regarding scheduling appointments, requesting prescription refills, reporting your condition, questions about your account, or test results are handled during these hours. Our office observes all standard holidays.

Our answering service is available to take your call after hours and on weekends. They can contact the physician on call if necessary. However, they are not able to make appointments, give test results, or accept requests for prescription refills.

## Emergencies:

If you have an emergency after office hours (including weekends and holidays), please call our answering service at 636-5651, or dial 911, or go to your nearest emergency room. Please notify the emergency room personnel of your physician's name so that they may contact us if necessary.

### **Test Results:**

Test results are typically available within 2-5 days after your procedure. We will get a call back number from you when the procedure is scheduled, and we will call you at that number when we receive your results.

### **Referrals:**

If your insurance requests that you have a referral from your primary care physician to see our doctors, please make sure your primary care physician is aware of this, so that they may provide you with the necessary paperwork.

### **Payment:**

***This office requests that all co-payments be paid at time of service.***

*Due to poor reimbursement from insurance companies, and rising healthcare costs, we find that we must enforce your agreement with your insurance company to pay your co-payments at the time of service. All co-payments will be collected before you see the doctor.*

*If payment is not possible, we will be happy to work with you in getting your appointment rescheduled.*

Additionally, we will make sure that any procedure ordered by our doctors is authorized by your insurance company before the procedure is performed to insure you get the maximum payment your insurance company allows.

### **Medical Records:**

The doctors request that you bring copies of any lab work, x-rays or procedures that are related to the problem for which you are being seen. This will help our doctors give you the best care, and will also avoid repeating tests that have already been performed. If you are unable to obtain these records, please let the clinical staff know when you are seen, so that we may request them from your doctor.

Federal and State law requires us to obtain written authorization from the patient in order to release individually identifiable health information (medical records). You can download a [Medical Records Release Form](#) by clicking on this link. Each DDSI office location maintains its own records. Fax your request to (405) 635-3765 for the Southwest office. Please allow 72 hours for us to process your request, and an additional 7-10 days for mailing time. We do not fax medical records, but they can be picked up in person. Photo identification is required for pick-up.

### **Special Insurance Forms:**

We will be happy to complete any insurance requests, FMLA or disability forms for you. Please allow us five (5) days to get your forms completed. The charge for this service is \$25.00, and cannot be billed to your insurance.

***Please Note:*** This does not include routine insurance claim forms.