

Welcome to Neurology Center of San Antonio:

As a new patient to the center you may have many questions about our practice and the care you will receive. Rest assured the entire staff is always committed to assisting you during and after your visit. NCSA is a partnership of board certified adult neurologist dedicated to providing compassionate and exemplary care to their patients. As specialists, we work with patients and their referring physicians to help evaluate, diagnose, recommend and treat neurological disorders. Please take a few moments to familiarize yourself with some key components of our practice. Knowing how the center functions will allow for a convenient and efficient visit for you.

Our Mission Statement: “Through trust, respect, hard work, and faith, Neurology Center of San Antonio is dedicated to providing compassionate, quality care for patients in a warm and welcoming environment”.

Our Appointment Policy: The physicians and staff respect and realize your time is equally valuable. Every effort is made to schedule an appointment convenient for you and to keep your wait to a minimum. Appointments are scheduled 8:30am - 11:45am and 1:15pm - 4:30pm Monday thru Friday except holidays. We will attempt to contact you with a reminder call 48 hours prior to your appointment. In consideration of others, patients arriving late for their appointment 10 minutes or greater may be asked to reschedule. Please notify the center 24 hours in advance if you are unable to keep your scheduled appointment. A missed appointment fee will be assessed to your account when our office is not notified.

Our Prescription Policy: The physicians may determine your appropriate treatment to include medication therapy. Should refills be required, contact the pharmacy you used. The pharmacist will notify the center on your behalf. In order to maintain timeliness of your refill, you should contact your pharmacy prior to depleting your prescription. For mail order request, please notify the center one week in advance. Refill requests received after 3:30pm will be addressed the next business day.

Our Financial Policy: NCSA accepts most insurance plans. As a courtesy, our Financial Services Department will bill your insurance from the information you provided at the time of registration. The ultimate responsibility of payment and authorization of benefits belongs to the patient. Our contract with your insurance carrier authorizes our office to collect co-insurance, co-pays and deductibles at the time of service. You may also be required to pay at the time of your visit any outstanding balances for which you have been previously billed. Any denial of payment from your insurer will be billed to you within 30 days. Payment in full will be expected. Our Financial Services Department is available to discuss charges and billing procedures should you have any questions.

I understand that my health condition requires medical care. I authorize and consent to such diagnostic testing and medical treatment my physician considers necessary. I also hereby authorize payment of insurance benefits to Neurology Center of San Antonio.

Patient or Guardian

Date