

## **College Station Center for Pulmonary and Sleep Disorders**

Dear Patient,

Welcome to our office! We are here for you and at your service! At the College Station Center for Pulmonary and Sleep Disorders we strive to provide optimal quality of life to you through the diagnosis and management of many types of lung and sleep disorders. In some cases we can cure diseases; more commonly many lung and sleep diseases require a treatment plan for long term management in order to offer you the best quality life possible. We utilize a team approach to this end.

### **Team Health Care**

Our clinic team includes Rajesh Harrykissoon, M.D., Anthony Zachria, D.O. and office staff. Dr. Harrykissoon and Dr. Zachria are Board Certified in Internal Medicine, Pulmonary Diseases, Critical Care Medicine and Sleep Medicine. Dr. Harrykissoon is the Medical Director of the Intensive Care Unit, Respiratory Care Department and the Sleep Center at the College Station Medical Center. In addition, he and Dr. Zachria are Assistant Clinical Professors with Texas A&M College of Medicine. Dr. Zachria and Dr. Harrykissoon completed residency and fellowship training at the University of Texas Health Science Center at Houston. All members of the health care team are involved in your care and you may interact with each during your visit as well as during subsequent contacts for coordination of care and results reporting. A nurse practitioner, under direct physician supervision, may assist with patient care. A physician will always see you at your initial visit; a nurse practitioner may see you for follow up visits. A physician will see you at subsequent visits at any time you so request. Utilizing nurse practitioners allows us to keep our wait times short so that we are able to meet your urgent needs within days to a week instead of months.

### **Appointments, Registration and Cancellations**

All patients are required to register upon arrival for your appointment. Please complete all areas of your intake packet as it facilitates and personalizes your care and allows us to prioritize the issues most relevant to your visit. Appointments may be scheduled Monday through Thursday 8 A.M. – 4 P.M. We require 24-hour notice for cancellations and/or rescheduled appointments. Discharge from the practice may occur if you miss two scheduled appointments without providing notice. We trust you understand that missed appointments robs other patients the opportunity of having received care that day.

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## **Wait Times**

While we strive to reduce wait times to the least possible, situations such as acute illnesses, emergencies, teaching obligations and delivery of sensitive life defining news (e.g. cancer diagnosis, terminal conditions, reduced life expectancy, etc) may extend wait times. Rarely, your visit may be cancelled and rescheduled while you are in the office due to a medical emergency at the hospital which requires your physician's attention to provide life sustaining and life saving care for those whose lives are immediately threatened. Rest assured that you will receive complete, undivided and uncompromised attention when you are seen.

## **Patient Portal**

Please take advantage of our electronic health record's patient portal. You may review your medical history and the care plan online. You may request medication refills and submit your questions through the patient portal. Access to your patient portal will be provided when you register for the first time at any College Station Medical Associates (CSMA) group practice. This access code is the only one you need at any CSMA practice whether family medicine, general surgery, OB/GYN, urology, MedPlus and others. Please request access if you have forgotten your original access code.

## **Telephone**

Your calls are valuable to us and help us better meet your needs. Due to ongoing clinic and patient care activities, we commonly return calls in the late afternoons or early mornings. The staff is trained to respond to many concerns and will be acting under the physicians' advice. If the nature of the inquiry requires obtaining further information, study results or a chart review by the physician, a return call may take 2-3 business days.

## **Medical Evaluations**

Offered evaluations may be limited or quite extensive based upon your situation. You may be surprised that no further evaluation was offered or, conversely, that an extensive evaluation was proposed. Some medical conditions are clear cut while others require significant investigative work. In cases of extensive evaluations, a rationale for each step will be offered and a sequence of evaluation will be proposed.

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## Results Reporting

After all laboratory and/or study results have been received and reviewed by your physician, the nurse will contact you with the results and provide further recommendations or request you to schedule a follow up appointment to discuss with the physician.

## Medications

We are happy to refill medications which relate to your medical condition(s) that we are managing, if appropriate to do so. We do not customarily prescribe or refill medications managed by other physicians' offices. Cost of medication is determined by your insurance plan.

## Medical Costs

Your medical cost is determined by your insurance coverage. Please contact your insurance provider and/or contact the place of service to discuss.

## Emergencies

If your situation is critical or life threatening, go directly to the nearest emergency room or call 911.

## End of Life Directives

It is our practice to discuss your end of life wishes. Some conditions may shorten life expectancy or diminish one's quality of life significantly. We encourage a free and open discussion.

## Fiduciary Relationship

It honors us that you have placed your confidence in us to take care of your lung and sleep health needs. A fiduciary is person whom is entrusted to offer advice for the benefit of another. As your medical fiduciary, we are honored and consider it a great obligation to serve you in this manner. The medical advice we offer is what we believe to be the most appropriate to protect your health and well being. We will provide advice with consideration of best medical evidence together with your personal preferences. You of course, as with any fiduciary relationship, hold the right to accept or reject our advice.

Sincerely,

Rajesh Harrykisson, M.D., CPE

Anthony Zachria, D.O.