

## **About Internal Medicine**

Internal Medicine is a discipline of medicine devoted to the prevention, diagnosis and treatment of diseases affecting adults. Internists spend 3 or more years of residency training after medical school involved in intensive study learning how to prevent, diagnosis, and treat diseases that affect adults. An internist can treat you for something as routine as the flu or fatigue, or provide in-depth care for diseases such as diabetes, cancer, or heart disease. Internists often coordinate care with the many subspecialists a patient might see in the process of treating an illness.

## **Appointments**

Office visits are by appointment only. To schedule an appointment, call us at (512) 477-1405, option 0. You may also request an appointment by logging on to the Patient Web Portal on the home page at [www.austinmedicalassociates.com](http://www.austinmedicalassociates.com)

### **Office Hours:**

8:00 a.m. to 12:25 p.m. and 1:25 p.m. to 5:00 p.m., Monday through Friday. Dr. Vandel is out on Wednesday afternoons and every other Friday afternoon. Erica Burgett-FNP-BC sees patients Monday through Thursday and every other Friday afternoon.

You can generally see our Nurse Practitioner for same day appointments.

If you are **unable to keep your appointment**, please notify our office 24 hours in advance so we may offer the time slot to another patient.

For urgent care, we are usually able to accommodate you the same day if needed. However, we ask you to contact our office two weeks or more in advance to schedule a routine annual exam.

If you have an **emergency after 5:00 p.m. or during the weekend**, please call the medical exchange at (512) 458-1121. The physician on-call will be contacted.

### **PatientWebPortal:** (Do not use in case of emergency.)

Click on [Patient Web Portal](#) at [www.austinmedicalassociates.com](http://www.austinmedicalassociates.com) to log on.

#### Benefits...

- View, print or save copies of lab results
- Send a message to your doctor or any AMA staff member
- Request an appointment, prescription or referral.
- Update your demographics
- And more....

#### How to Use...

- Give AMA office your email address
- AMA issues you a username and password (Password can be changed at first log in.)
- Click on **About AMA** in navigation bar, then "Patient Web Portal" link, log in to begin.

### **Hospital Admissions**

St. David's Medical Center is the preferred hospital and admissions are done by hospital based physicians who will notify our office when an admission is made.

### **Telephone Calls**

We have an advanced telephone system with an auto attendant and voice mail. This system helps us care for our patients in a more efficient manner. There are several options for you to choose from in order for your call to be directed to the appropriate staff member. Please listen for the prompt that applies to the nature of your call. There is an emergency option that can be chosen in the event of a true emergency, and this will go to our receptionist. We ask that this only be used for a true emergency. Every call is important to us, but we must prioritize calls according to the level of medical urgency.

Please feel confident that our staff will return your call in a timely manner and process your request as soon as possible.

You may also send a message to AMA via the Patient Web Portal. (See Above).

### **Prescription Refills**

Please ask your pharmacy to call us directly to get approval for prescription refills. This is more efficient than calling us directly.

You may also request a prescription by using the Patient Web Portal. (See above)

### **Insurance Companies ACCEPTED by Austin Medical Associates Physicians:**

Please contact your Insurance Company to verify that Dr. Vandel is a provider on your plan.

### **Insurance Companies NOT Accepted by AMA Physicians:**

Care Improvement Plus

Amerihealth

Americare

Evercare

New Medicare patients (Including the MAP plans) except to established patients.

Medicaid

Workman's Compensation Claims

**If you do not see the name of your insurance company on this list, please contact the company and ask if we are a participating provider. There are numerous networks and insurance companies merging and changing frequently, and it is virtually impossible for us to keep our list completely accurate.**

**Please check with your insurance company to make sure you can be seen in our office if it is a Market Place/Exchange/ObamaCare Plan.**

### **Referrals**

Some insurance companies require you to obtain an authorization from your primary care physician. Referral authorization requests generally take 48 to 72 hours to process. When requesting an authorization, we need the following information:

- Patient's name
- Patient's phone number (daytime)
- Patient's insurance company
- Appointment date (with specialist)
- Specialist's name
- Medical problem or diagnosis

### **Financial Considerations**

The day before your appointment, our staff will verify your benefits with your insurance company so we may help keep you informed of what is covered, however it is your responsibility to know what your plan offers and what your deductible, co-payment and co-insurances are. We also review your account for any previous balance that has not yet been resolved and will bring this to your attention at the time your visit so it can be paid. Payment is due at the time services are rendered for co-payments, deductibles and any balance not covered by insurance, unless you have made a special arrangement with our staff.

It is your responsibility to provide our staff with the correct billing information. This includes having your insurance card, the name of the employer of the primary insured, the social security number of the primary insured and your current address and phone number.

### **Parking**

Parking is available in front of our building at no charge to any of our patients.