

Steven M Pounders, MD, PLLC
3500 Oak Lawn, Suite 600 Dallas, TX 75219-4373
(corner of Oak Lawn and Lemmon Ave)
office 214-520-8833 fax 214-520-2956

PATIENT FREQUENTLY ASKED QUESTIONS

Office Hours:

Monday, Tuesday, Wednesday	8:00am - 5:00pm	(lunch 12pm-1pm)
Thursday	10:00am - 7:00pm	(lunch 3pm-4pm)
Friday	8:00am - 3:00pm	(lunch 12pm-1pm)

Telephone Options:

Option 1 – Healthcare Providers or Medical Representatives

Option 2 – General Information (Fax, Address, Etc)

Option 3 – Scheduling

Option 4 – Insurance and Billing

Option 5 – Your Providers and Medical Assistants

Sub-Option 1 – Dr. Pounders’ Medical Assistant Tonya

Sub-Option 2 – Dr. Nyland’s Medical Assistant C.C.

Sub-Option 3 – Trew’s Medical Assistant Chris

Sub-Option 4 – Shelly’s Medical Assistant Andrea

Option 6 – Laboratory Technicians

Option 7 – Cameron’s Medical Assistant Clint

Option 8 – All Other Inquiries

Referrals/Precerts/Diagnostic Testing:

There is a 48 hour turnaround time for all Referral/Precerts. Our medical staff will call or fax a request to the insurance company to obtain a referral number. If you are given a referral list, you should call to make your own appointment, which will generally be 2-3 weeks from the date of your call. As your appointment with the specialist nears, if you have not heard from our office regarding your referral/precert number, please dial Option 5 to reach the appropriate medical assistant and obtain this information. Most doctors’ offices do not see you unless you have the required referral/precert number. Diagnostic tests are generally set within 24 hours by our staff.

Prescription Refills:

Please call your pharmacy FIRST for refills and allow one to two full business days/24-48 hours to process. Mail order renewal prescriptions may take up to 3 full business days. **Make refill arrangements prior to running out of your medications.** Controlled substance prescriptions refills can be done over the phone as long as your follow up appointments are scheduled with your provider. Please dial Option 5 to contact your provider’s medical assistant for refill requests.

Blood Draws/Lab Test Information/Results:

Generally, your blood is drawn and testing completed one to two weeks prior to next your scheduled office visit in order to review the results with you one-on-one. All lab appointments are scheduled and tests are ordered by the Doctor or PA. Lab blood draws are conducted **by appointment only** each day. Please direct any questions concerning lab bills to Option 4. To have your lab orders sent out to a patient service center, please select Option 6, and leave the center’s information with the laboratory technician. **HIV test results are never given over the phone; you must schedule an office visit to retrieve these results.**

Allied Health Professionals:

In order to better facilitate your health care and allow more flexible scheduling of appointments, this office utilizes Physician Assistants (PA); this Allied Health Professional is well trained in the delivery of medical care, including preventative care, and reports directly to Dr. Pounders. D. Trew Deckerd, PA-C and Shelly Lindahl, PA-C are certified nationally and licensed by the State of Texas. ***You have a choice to see any provider at any time.***

Same day cancellation of your appointment and/or no show will incur a fee of \$35. NSF/Returned check fee is \$30.

Dr. Steven M. Pounders has hospital privileges at Baylor University Medical Center, Presbyterian Hospital of Dallas, and UT Southwestern.