

About Austin Medical Associates

Appointments and Office Hours

Office visits are by appointment only. To schedule an appointment, call us at (512) 477-1405, option 0. Our office hours are 8:00 a.m. to 12:00 p.m. and 1:30 p.m. to 5:00 p.m., Monday through Friday. Dr. Booton is out of the office on Friday afternoons and Dr. Vandel is out on Wednesday afternoons. Sophie Hunt, PA-C is our physician assistant, and sees patients in the afternoon every day of the week. She can generally see 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.

Hospital Admissions

Our physicians primarily hospitalize their patients at St. David's Medical Center, but are also on staff at Seton Medical Center (main hospital).

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 requests as soon as possible.

Prescription Refills

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

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 coinsurances 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 the Central Parking Garage on the St. David's Medical Center campus, which is next to our office on E. 30th Street. We do not validate parking; however, if you are over 55 years of age, parking is free.