**House Staff Physicians**

Both hospitals used by Dr. Valadez are teaching hospitals. This means that there are resident M.D.'s or D.O.'s who have completed medical school and are in training for their medical subspecialty. Resident physicians are on duty at the hospital at all times, and may be enlisted to assist in your care if you should be hospitalized. Research has shown that teaching hospitals provide the highest standards of care.

**Medical Information**

We advocate a holistic approach to medicine, emotional, physical, and mental health.

Dr. Valadez recommends complete physical examinations yearly to biannually (every two years). Some laboratory tests are advisable during these exams, varying according to your age, sex, and risk factors such as tobacco use.

Since annual exams take up more physician time and require lab, they may be more costly than routine visits. However, this is money well spent, as we focus on preventive medicine--that is, how to keep things from going wrong in the future.

Please note that some managed care contracts do require these exams to be performed by the contracted physicians. Some will only cover this procedure once a year. Medicare does not cover routine physicals, and is now limiting what laboratory tests will be reimbursed.

**Immunizations**

The doctor will recomend immunizations in adults only. Tetanus shots are advised every 10 years. The influenza vaccine is advised yearly. Pneumonia, hepatitis A, and hepatitis B vaccines, gardasil, and zoster vaccines are advised for certain high risk groups. Please request if needed.

**Well Woman Exams**

Breast and vaginal exams are in addition to routine physicals and should be performed annually in most cases, especially in women taking birth control pills or hormones. Mammograms and Osteoporosis scans are advised, and their frequency will be discussed during the well woman exam.

**Fees**

The clinic fee schedule is based on regional costs, and on a national system called resource-based relative value scales. Fees are competitive with other area physicians at Dr. Valadez' level of training.

An abbreviated fee schedule is available for your inspection. Occasionally, costs may need to be adjusted. Remember, fees vary depending on the amount of time spent with the doctor or nurse, and whether additional test are needed.

**Billing and Insurance**

The Sunset Clinic accepts cash, checks, and credit cards. We generally take care of filing your insurance claims at your request. Under certain circumstances, the clinic can negotiate a personal payment plan.

Since we accept Medicare, we will file such claims for you. If you are on a managed care plan, please inquire about the plans we currently participate in. Co-payment is required before you see the doctor.

The clinic will see uninsured patients on a cash basis. However, this does not imply that the doctor can hospitalize the patient. Ill patients without insurance may have to be referred to the county hospital should an admission be necessary.

**Thank you for choosing Sunset Clinic.**



Patient

Information

Pamphlet



SUNSET CLINIC

Dr. Javier A. Valadez, M.D.

1922 W Tenth Street

Dallas, TX 75208

(214) 942 – 3113

sunsetclinic@pm.me

Welcome to Sunset Clinic

Owned and Operated by

Javier A. Valadez, M.D.

Training:

University of Texas, Austin

University of Texas Medical Branch, Galveston

Methodist Medical Center, Dallas

Dr. Javier A. Valadez is board certified in internal medicine by the American Medical Association. Internal medicine is a primary care specialty focusing on diagnosis and treatment of illness in adults.

Dr. Valadez's specialty makes him most experienced in adult diseases. However, his medical training also allows for treatment of minor illness in younger patients. He is most suited to patients 14 years and older, but under certain circumstances will see children ages 6 to 13.

Dr. Valadez admits to hospitalists at St. Paul Medical Center and Methodist Medical Center.

**Clinic Hours**

M – F: 9:00 a.m. - 1:00 p.m. & 2:30 - 5:00 p.m.

Tues & Sat: After hours coming soon in March. Please call for more information.

Office visits are by appointment. Walk-ins are seen as time permits, and on a first-come, first-serve basis, please call before 10am to verify if we have any openings. At times, we will prioritize problems so that we can see the most urgent cases first. If necessary, you will be referred to an emergency room or minor emergency clinic.

If you must cancel your appointment, please notify us as soon as possible so that we may schedule emergencies or alternate appointments in your place. Calling us will also allow you to reschedule your own appointment. Three consecutive no shows will result in your being considered as an inactive patient.

There are certain times of the year when office hours will have to be changed. You will be informed of such changes.

**Call-In Times**

The earlier you call for an appointment, the better. When you call, the clinic receptionist will ask you about the nature of your problem. This is the only way for us to know if the doctor needs to be consulted urgently, or in certain conditions, if you should go directly to an emergency room.

**Call-Back Times**

The amount of time it takes the doctor to call you back will vary depending on how busy the clinic is when you call. If your problem is not urgent, it may be 48 hours before you are called back, though we will make every effort to call you back sooner.

Please note: if you have Caller I.D. with the call-blocking feature for unlisted numbers, the system will block calls from hospitals and from the doctor's private residence. *This could prevent the doctor, from returning your calls*. You may be billed for any extra charges required to override call blocking.

**Refill Policy**

Refills should be requested through the pharmacy (the pharmacist should contact the doctor for authorization). We will try to be as fast as possible, but please allow 3 days to get your refill. Try to call the pharmacist before you run out of medicines.

Dr. Valadez does not refill prescriptions for narcotics, sedatives, or tranquilizers after hours or on weekends. No refills will be given on any medicines for patients who have not been seen in a year or more. You should be a registered clinic patient for any phone-in prescriptions.

For patients with chronic illness such as diabetes, high blood pressure, or lung disease, we try to give enough refills until your next scheduled appointment. If you are running out of medicines and have no refills left, please make an appointment as soon as possible.

**X-Rays**

The Sunset Clinic does not perform x-rays on site. X-rays, if needed, will be referred to either an x-ray center at or near either Methodist Medical Center or St Paul Medical Center. Under some circumstances, if we know you need an x-ray, it may be most efficient for you to have it done before you visit Sunset Clinic. We will tell you how to do this.

**After-Hours Coverage**

At times the doctor shares coverage with several trusted colleagues. Dr. Valadez will be available after hours for emergency advice by calling his message center at (214) 942 – 3113.

**Emergencies**

For your safety, some emergencies are best assessed in a hospital. These include possible heart attacks, strokes, and major trauma. In the case of a life-threatening emergency, patients should go directly to the nearest emergency room.

For after hour emergencies that require immediate medical attention, you will be referred to either of the emergency rooms at either of the hospitals used by Dr. Valadez. You will be attended to by the emergency room physician on duty. In some cases, you may be advised to go to a minor emergency clinic. Patients living a long distance from Sunset Clinic or either of the doctor's hospitals may be advised to go to the nearest hospital.

In the event of poisoning, call the North Central Texas Poison Center at (214) 590-5000 for immediate advice, and if necessary proceed to the nearest emergency room.

**Continue on back…**