



Texas Tech University
Health Sciences Center

PATIENT HANDBOOK



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WELCOME



Thank you for choosing TTUHSC as your health care partner. For more than 40 years, our physicians have been providing care for the citizens of Lubbock, the South Plains, the Texas Panhandle, the Permian Basin and eastern New Mexico. A commitment to your health continues as our focus. Please tell us how we can best serve you.

At TTUHSC we are committed to helping you achieve the highest quality of health. Our mission is to improve the overall health of everyone we serve with a SPIRIT of compassion and knowledge. Not only do our physicians provide medical care, they also educate and train future physicians and other health care providers at the Texas Tech University Health Sciences Center (TTUHSC) Schools of Medicine, Nursing, Health Professions and Pharmacy. As teachers, our physicians are knowledgeable of the most cutting-edge advances in healthcare.

The majority of the TTUHSC clinics are managed by the TTUHSC School of Medicine. For identity purposes, these clinics are commonly referred to as Texas Tech Physicians.

Our vision is to be a nationally recognized medical practice. To successfully fulfill our mission and vision, we focus on five key areas of performance: patient experience, quality, growth, employee satisfaction and finance. We believe consistent success in these five areas is essential to helping you achieve the highest possible quality of health.

Should you have any questions, please contact the TTUHSC administrative offices at (806) 743-2669.

Thank you for choosing Texas Tech University Health Sciences Center.

Our SPIRIT Values:

Service Excellence: Constantly striving to exceed the needs and expectations of patients and peers

Patient First: Delivering our best to every patient at every encounter

Integrity: Communicating openly and honestly holding each individual to the highest ethical standards

Respect: Treating each individual with the highest professionalism and dignity

Innovation: Embracing change to improve all we do

Teamwork: Building a better organization through collective efforts and strengths of all stakeholders

ADVANCED DIRECTIVE

An advanced directive is a document that tells your doctor and your family members what kind of care you would like to receive if you become unable to make medical decisions.

An advanced directive can be a:

Directive – written instruction from you to give, not give or withdraw life sustaining treatment if you have a terminal or irreversible condition

Medical power of attorney – designation of someone else (your spouse, family member or friend) to make health care decisions for you if you lose the ability to decide for yourself

Out-of-hospital do not resuscitate order – written instruction signed by you and your doctor directing health care professionals in or out of the hospital, not to begin or continue certain life sustaining treatment. The policy of TTUHSC is that we do not honor advanced directives. We cannot determine if a condition is terminal or irreversible in a non-emergent care setting. We will call 911 to provide transportation to the hospital.

If you make or change an advanced directive, you should give your physician and health care facility a copy to ensure your wishes will be honored.

The form must be signed in front of two or more people (witnesses) over age 18. One of the witnesses may not be:

1. Your spouse or a family member
2. The person you chose to make decisions for you
3. Your doctor or clinic employee
4. Anyone named in your will or deed
5. Creditors or people who have a claim against you

You may request additional information and seek assistance from your attorney or your pastor. You should discuss your concerns or issues with these professionals and your family. Your physician may answer your questions regarding the meaning of certain life-sustaining or life-prolonging treatments.

You may also get copies of advanced directive forms from TTUHSC Patient Services, your hospital, a library, a bookstore or an office supply store.

If you would like more information about preparing an advanced directive, call the Texas Department of Aging and Disability Services at (512) 438-3011.

Please answer the question on the consent form asking whether you have an advanced directive, and if you do have one, provide a copy to your doctor or clinic.

* *La traducción en español es disponible sobre el pedido.*

TTUHSC/UMC

TTUHSC is a public State of Texas university separate from UMC Health System. TTUHSC clinics serve patients on an outpatient basis. UMC is a Lubbock County hospital. Although the buildings are located on the same complex, UMC and TTUHSC are separate organizations.

APPOINTMENTS

HOURS OF OPERATION

TTUHSC clinics are open 8 a.m. to 5 p.m. Monday through Friday, excluding holidays. For exact clinic times, contact the clinic directly. On the occasion when weather conditions may cause unsafe travel, call the clinic, check our website at www.texastechphysicians.com or check local radio and television stations for announcements canceling or delaying TTUHSC clinics. We apologize for any inconvenience this may cause, but we believe your safety and the safety of others is very important.

Appointments

To make an appointment with one of the many TTUHSC clinics, call the clinic directly. Numbers are listed alphabetically and by location in the back of this handbook. If you are a new patient, you will be asked to provide information needed to pre-register in the TTUHSC system. If you do not have insurance, an appointment to review your financial needs may be necessary to complete registration. Once you are scheduled for an appointment, you may go directly to the clinic. Some specialty clinics and insurance providers may require a referral before a new patient appointment can be scheduled.

Appointment Reminder Notifications

At TTUHSC, your health is very important to us. As a courtesy, we provide appointment reminder notifications to all patients with scheduled appointments. The preferred method of notification is text message. A brief text message is the least intrusive form of communication and doesn't require a verbal response. You will be asked to provide your cell number by the registration staff. Please assist us by providing the number so we can extend this courtesy to you. If you do not have a cell phone or would rather receive a telephone call, please notify the registration staff in the clinic. You will always have the opportunity to discontinue or "opt out" of the text message service.

If you cannot make a scheduled appointment, please call the clinic as soon as possible to cancel or reschedule. A habit of not showing for appointments may leave the clinic unable to schedule any future appointments with you.

Referrals

A referral is a written request usually from your primary care physician (family doctor) requesting an appointment with another physician.

To find out if the clinic you need requires a new patient referral, please call that clinic directly. You can also, ask your insurance provider if a referral is necessary.

Our clinics will make every effort to get you in as soon as possible. If you need to be seen right away, some clinics offer an urgent care clinic (Family and General Internal Medicine). If your problem is life threatening, go to the emergency room immediately. If not, call the clinic and see if you can be worked into the day's urgent care schedule.

FINANCIAL INFORMATION

Business Office Customer Service Team

This team of professionals is ready to help patients with billing and insurance questions. Help is available with patient statements, balances, health insurance and/or payment, financial assistance, and payment arrangements. Contact them at (806) 743-2898 or toll free at (800) 872-2956.

FEES/PAYMENT POLICIES

Cost Estimates

Because of the variety of services we provide and the wide range of patients' medical needs, it is difficult to project exact cost estimates for care. The registration staff in your clinic can give you a general fee estimate and answer any other fee or payment questions.

Payment Options

We accept most major commercial insurance, as well as Medicare, Medicaid, cash, check, and credit cards (American Express, MasterCard, Visa, and Discover). Self-pay payment and insurance copays are expected at the time of service.

A patient is considered self-pay if he or she does not have any form of insurance. Copay is the amount an insurance provider requires the patient to pay. This amount will vary depending on services provided and insurance providers.

Financial Assistance

Programs are available for patients who do not have insurance or require additional financial assistance. Contact the Central Financial Screening Office at (806) 743-1970 or (800) 872-2956 for more information.

Insurance

As a courtesy, we will bill your insurance company for you. To ensure smooth, accurate handling of your account, please inform us of any changes to your insurance coverage. Failure to do so may limit your company's ability to pay on your claims. Please notify the Business Office of any changes in your coverage by calling (806) 743-2898 or (800) 872-2956.

Billing

Bills from TTUHSC are for physician services provided directly to you. These services can be provided during office visits, emergency room visits, or hospital stays, and often include other services like interpreting your lab results. On your bill, you may see a charge for interpretation of your tests results. Specialists, like radiologists and pathologists, go over your test results and report them to your doctor. This is necessary to ensure a high level of care for you and is standard in accredited health care institutions.

If you are a hospital patient, expect to receive bills from Texas Tech Physicians and the hospital you used.

The specialists in our Business Office are happy to help you decipher your medical bills. If you have any questions, call (806) 743-2898 or (800) 872-2956.

Research Opportunities

TTUHSC strives to provide the latest, cutting-edge care to its patients throughout West Texas. To do this, physicians, nurses, and staff conduct various clinical research projects involving TTUHSC patients. Research helps to further our understanding of health and disease to improve patient care. If you qualify to be in one of our studies, a member of your treatment team may discuss the study with you and ask if you're interested in learning more about it. If you are interested, a member of the research team will meet with you to discuss your participation. Taking part in a study is your choice. You may choose not to be in it. If you decide not to be in a study, it will not affect any medical care, benefits or rights to which you are entitled. If you have questions regarding research, please contact the Clinical Research Institute at (806) 743-4222.

Research Billing

If you are taking part in a research study and have questions about your bill, contact the Clinical Research Institute at (806) 743-4222.

PATIENT CONFIDENTIALITY

Your medical information is held in strictest confidence.

Patients receive information called Notice of Privacy Practices when they visit a clinic for the first time. This sheet explains patients' rights regarding Protected Health Information and how TTUHSC may use and disclose this information. The notice is also available from the Privacy Office or at www.ttuhschool.edu/hipaa

If you have concerns about the confidentiality of your information, please contact the Privacy Office at (806) 743-4007 or Practice Relations at (806) 743-2669.

Electronic Health Records

TTUHSC utilizes an electronic health record system. This helps to ensure the most accurate and easily accessible personal health information is available to you and your health care provider.

Release of Medical Records

Copies of medical records can be provided for a reasonable fee. Please allow two weeks to receive those copies. If you need a copy of your medical records, contact the Medical Records Office at (806) 743-2608. Someone you choose, including a member of your immediate family, may obtain medical records for you with properly signed releases. The only exception is for parents of minor children. Proper identification is required.

Patients may look at their own medical records in the Medical Records Department, Room 1B108.

YOUR HEALTH CARE TEAM

Attending physician is the doctor directing your care. He or she is a faculty member in the TTUHSC School of Medicine and also serves patients as a member of the medical staff for Texas Tech Physicians.

Resident is a licensed physician receiving further training in a specialty, like family medicine or pediatrics. Residents typically train in their chosen specialty for three to five years. These physicians meet with patients, make diagnoses and develop treatment plans. Attending physicians oversee the work of residents and approve diagnosis and treatment.

Fellow is a licensed physician who has completed a residency and is continuing training in a more specific area. An example would be an orthopaedic surgeon who is in a sports medicine fellowship. Many times these are practicing physicians who wish to train further. Their fellowship work is overseen by an attending physician.

Physician assistant is a health care professional licensed to practice medicine under the supervision of a licensed physician.

Medical students are students of the TTUHSC School of Medicine, a four-year medical school. These students observe attending physicians and residents in the clinic as part of their education. They do not make decisions about patient care.

Nurse practitioners are registered nurses who have completed extensive training to work with patients. Nurse practitioners have completed a bachelor's and a master's degree in nursing with special emphasis on direct patient care. They can diagnose patient conditions and provide treatment plans. Their work is overseen and approved by a physician.

Registered nurses (RNs) have graduated from an accredited nursing school and have passed state RN licensing exams. RNs may hold an associates, bachelor's or master's degree in nursing.

Licensed vocational nurses (LVNs) have completed an accredited LVN nursing program and have passed state LVN licensing exams. LVNs will take you to the exam room, take your vital signs (like blood pressure and temperature), ask questions about your symptoms, and have this information ready for the physician.

Medical assistants help physicians or other medical providers in clinical and administrative procedures.

PATIENT SERVICES

ADA Assistance

Patients with disabilities who may need auxiliary aids or services are requested to notify clinic personnel at the time of scheduling an appointment or contact Patient Services at (806) 743-2669 prior to a scheduled appointment in order that appropriate arrangements to provide auxiliary aids or services can be made.



ATM

A Wells-Fargo ATM is located near the UMC Cafeteria on the second floor of the TTUHSC building. Turn right as you enter the cafeteria to find the ATM and vending machines.

Cafeteria

UMC operates a full-service cafeteria on the second floor of TTUHSC from 7 a.m. to 11 p.m. daily. The cafeteria offers hot/cold items, breakfast, daily lunch plates, grilled items, salad and soup bar, fresh fruit, snacks, and beverages (including Starbucks).

Laboratory

For your convenience, labs to take your blood work and other samples are located throughout the Texas Tech Physicians Medical Pavilion, Medical Office Plaza and TTUHSC. Texas Tech Physicians-Pathology operates a larger lab on the first floor of TTUHSC. Your nurse will let you know which lab you should visit.

Patient Advocate / Patient Concerns

If you have concerns or questions about your experience at TTUHSC, please contact the TTUHSC Administration Offices at (806) 743-2669.

Pharmacy

A pharmacy is located on the first floor of the east wing of TTUHSC, Room 1A150, (806) 743-3270. This pharmacy accepts all forms of payment except for the LCMI program participants, who must use the UMC Outpatient Pharmacy on the first floor of the central wing at the main TTUHSC entrance.

Texas Tech Federal Credit Union

A full-service satellite office for members is on the first floor of the east wing of TTUHSC.

Transportation

A patient shuttle circulates throughout the patient/visitor parking lots to transport patients to the building or to their cars.

Patients needing assistance can drive under the canopy of the Pavilion or TTUHSC building and Patient Services staff is available to help with wheelchairs. For assistance, please call (806) 743-4636.

Valet Parking

Complimentary valet parking is available for those needing parking assistance. Drive under the canopy of the Pavilion or TTUHSC building and ask for valet parking assistance from the Patient Services staff.

Volunteer Services

Volunteer opportunities are available for people age 18 and older. For more information, contact the Volunteer office at (806) 743-2959.

Vending Machines

Vending machines are near the UMC Cafeteria on the second floor of TTUHSC, directly across from the bookstore. Additionally, vending machines can be found near the south elevators on all floors.

X-ray (Radiology)

UMC provides X-ray services for Texas Tech Physicians patients. These offices are on the south end of the first floor of the central wing of TTUHSC. UMC bills patients directly for these services and for the physician fees to read the test results and make a report to the referring physician.

ACCESS TO CARE

Each patient has the right to:

- Receive quality care with an emphasis on safety.
- Receive fair, considerate treatment regardless of age, gender, race, religious belief, national origin, socio-economic status, sexual orientation, marital status, gender identity, or disability.
- Free language services to those whose primary language is not English.
- File a grievance with the Office of Practice Relations which serves as the Civil Rights Coordinator for TTUHSC.
- File a civil rights complaint with the U.S. Department of Health and Human Services, Office of Civil Rights (1-800-368-1019), 800-537-7667 (TDD).

Each patient has the responsibility to:

- Keep appointments or make every effort to notify appropriate TTUHSC personnel 24 hours prior to a scheduled appointment when unable to do so.
- Complete and sign a current "consent to treat" form.
- Notify TTUHSC clinic personnel regarding any special assistance necessary to clearly communicate with the healthcare team.
- Notify the Office of Practice Relations at (806) 743-2669 if you believe TTUHSC failed to provide these services or discriminated in any way on the basis of age, gender, race, religious belief, national origin, socio-economic status, sexual orientation, marital status, gender identity, or disability.

PRIVACY AND CONFIDENTIALITY

Each patient has the right to:

- Privacy concerning his or her medical care and personal health information including patient diagnosis, condition, treatment, and medical records to the extent required by law

- Be provided the opportunity to talk privately with medical personnel, clergy, visitors and others when clinically and medically possible
- Obtain a written copy of TTUHSC Notice of Privacy Practices
- Grant or deny permission of presence to those not directly involved as care providers.

Each patient has the responsibility to:

- Acknowledge receipt of TTUHSC Notice of Privacy Practices that address certain additional patient rights

More information on these rights can be obtained by contacting the Regional Privacy Officer at (806) 743-4007.

INFORMATION

Each patient has the right to:

- Know the names of the those responsible for his or her care.
- Obtain from the care team complete and understandable information regarding his or her diagnosis, treatment, outcome, complications, possible risks and follow-up care.
- Participate in the development and implementation of his or her care plan.
- Be advised if the care team proposes to engage in or perform human experimentation or research affecting his or her care or treatment, and to refuse participation in such.
- Be informed of known alternative treatments and to choose among the alternative views, including the right to refuse treatment.
- Inspect and obtain a copy of his or her medical record for a reasonable fee.
- Expect reasonable continuity of care and be informed of any continuing health care requirements.

Each patient has the responsibility to:

- Provide a complete medical history, including past illnesses, hospitalizations, medications and other matters relating to his or her health.
- Inform the care team of any changes in his or her health condition.
- Provide a copy of his or her medical advanced directive and/or medical power of attorney (if applicable and in effect) to his or her care team.
- Ask questions about specific problems and request information when not understanding his or her illness or treatment.

REFUSAL OF TREATMENT

Each patient has the right to:

- Refuse treatment to the extent permitted by law and to be informed of the potential medical consequences of refusal.

Each patient has the responsibility to:

- His or her own actions and resulting consequences if he or she refuses treatment, does not follow the care team's recommendations, or leaves TTUHSC against medical advice.

RULES AND REGULATIONS

Each patient has the right to:

- Be informed of the TTUHSC rules and regulations that apply to patient care and conduct.

Each patient has the responsibility to:

- Comply with the TTUHSC rules and regulations that apply to patient care and conduct to avoid possible termination of care.

PAYMENT OF CARE

Each patient has the right to:

- Examine and receive an explanation of any billing/costs incurred for care
- Receive information regarding TTUHSC guidelines explaining fee schedule and payment policies upon entry into the system.

Each patient has the responsibility to:

- Make prompt payment for services provided, including co-pay, co-insurance, deductibles and any other uncovered charges.
- Comply with TTUHSC financial screening guidelines.
- Request information about payment options. Information may be obtained by calling the TTUHSC Business Office at (806) 743-2898.
- Report changes in address, telephone number, and any other insurance information.

RESPECT AND CONSIDERATION

Each patient has the right to:

- Raise concerns regarding any aspect of his or her medical care and service by contacting the Office of Practice Relations (806) 743-2669.
- Be free from restraints or seclusion imposed as a means of coercion, discipline, convenience, or retaliation by staff.
- Appropriate assessment and management of pain and to be free of pain to the extent that is medically possible.
- Sensitivity addressing issues related to care at the end of life.
- Personal dignity at all times.
- Considerate and respectful care that honors psychosocial, spiritual, and cultural values and beliefs.

Each patient has the responsibility to:

- Respect the rights of other patients and TTUHSC personnel.
- Respect TTUHSC property and the property of other patients.
- Ensure that all minors in his or her charge observe and respect TTUHSC policies while on TTUHSC premises.

** La traducción en español es disponible sobre el pedido.*

SPEAK UP

Speak up if you have questions or concerns or if there is anything you don't understand.

Pay attention to what is going on. Tell the doctor or nurse if something doesn't seem right.

Educate yourself about your condition. Make sure you understand what a form means before you sign it.

Ask questions. There is no such thing as a dumb question when it comes to your health or your child's health.

Know what your medicines and allergies are. Bring your medicines and medication list with you to every appointment.

Use clinics that are quality checked. The clinics at Texas Tech Physicians are all inspected and quality checked by The Joint Commission, a national accreditation agency.

Participate in all decisions about your care. You are the center of your health care team.

Should you have a concern that is not addressed by clinic personnel or Practice Relations, you may contact The Joint Commission by phone or mail at:

Joint Commission on Accreditation of Healthcare Organizations
One Renaissance Boulevard
Oakbrook Terrace, IL 60181
(630) 792-5000

Texas Tech Physicians

DERMATOLOGY

Complete treatment for skin, hair, and nail diseases for adults and children. Specialized services include Mohs surgery for skin cancer and laser surgery for warts, brown spots, tattoos, and birthmarks. Cosmetic procedures available include treatment of leg veins, botox, collagen injections, and chemical peels.

Some insurance plans require a referral from a primary care provider. All covered procedures are paid by insurance carriers under surgery benefit guidelines. Please check with your insurance company for verification of benefits.

Texas Tech University Health Sciences Center

3601 4th St. - Room 4A100.....(806) 743-1842 or (800)782-7310

UMC Southwest Medical

4004 82nd St., Suite E.....(806) 722-3122

FAMILY MEDICINE

Comprehensive health care for adults and children placing particular emphasis on treating entire families. Services include routine physicals, immunizations, sports medicine, annual gynecological exams, obstetrics, well-baby and early and periodic screening, diagnosis and treatment exams, and general care.

Grand Expectations (Obstetrics only)

2602 Ave. Q..... (806) 761-0616

Texas Tech Physicians Medical Pavilion

3601 4th St. - First Floor.....(806) 743-2757

INTERNAL MEDICINE

Diagnosis and treatment of non-surgical diseases in adults. Specialized services include rheumatology (arthritis, joint pain, connective tissue disease), cardiology, hematology/oncology (blood diseases and non-surgical cancer diagnosis and treatment), infectious diseases, nephrology (kidney), pulmonology (lung), gastroenterology (stomach and colon), and urgent care.

Texas Tech Physicians Medical Pavilion

3601 4th Street

General Internal Medicine	(806) 743-3150
Gastroenterology	(806) 743-3150
Hematology/Oncology	(806) 775-8600
Infectious diseases	(806) 743-3150
Nephrology	(806) 743-3150
Pulmonology	(806) 743-3150
Urgent care	(806) 743-3150

Center for Cardiovascular Health

3601 4th Street

Cardiovascular	(806) 743-1501
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NEUROLOGY

Evaluation and treatment of epilepsy and seizure disorders, stroke, headache, memory disorders, neuromuscular disease, and neurodegenerative disorders like Parkinson's and Alzheimer's disease.

TTUHSC Main Building

3601 4th St., Third floor, Room 3A105..... (806) 743-2391

OBSTETRICS AND GYNECOLOGY

Specialized services include well-woman care, annual exams, family planning, general gynecology, colposcopy, gynecologic endocrinology, menopause care, high-risk obstetric care, gestational diabetes, reproductive genetics, ultrasound, fetal testing, and infertility.

Grand Expectations

2602 Ave. Q(806) 747-1780

OB-GYN at the Texas Tech Physicians Medical Pavilion

3601 4th St., third floor(806) 743-2340

OB-GYN at UMC Southwest Medical

4004 82nd St., Suite A.....(806) 796-8537

THE CENTER FOR PERINATAL MEDICINE

Prenatal diagnosis, reproductive genetics, ultrasound, fetal diagnosis and therapy, fetal testing and maternal-fetal medicine consultation and care.

UMC Medical Office Plaza

Center for Perinatal Medicine (ultrasounds)

3502 9th St., Suite G-70 (806) 761-0770

Fertility and Reproductive Surgery

3502 9th St., Suite G-10 (806) 743-4256

OPHTHALMOLOGY AND VISUAL SCIENCES

Structure, functions and diseases of the eye. Specialized services include medical and surgical care for eye disease and injury, corneal transplants, cataract surgery, ocular plastic surgery, pediatric eye disease, diabetic eye diseases, ocular tumors, glaucoma, low vision aids, keratoconus contact lens fitting, laservision correction, eye injury, and retina and vitreous diseases.

Ophthalmology Clinic

TTUHSC Main Building, Room 2A100(806) 743-2020, (800) 535-8006

Texas Tech Physicians – Texas Tech Eye Consultants

4004 82nd St., Bldg 200 (806) 743-7676

Laser Vision Center

4004 82nd St., Bldg 200(806) 743-7777

ORTHOPAEDIC SURGERY AND REHABILITATION

Prevention and correction of injuries or disorders of the skeletal system, muscles, joints and ligaments. Specialized services include sports medicine, surgical treatment of cancers of the bones and muscles, hand, ankle, bunions, nerve entrapment syndrome, degenerative diseases and diabetic foot disease.

Specialized services for children include treatment for neuromuscular disorders, clubfoot and hand, congenital and developmental hip disorders, scoliosis, spina bifida, pediatric trauma and fractures.

Orthopedic Clinic

Texas Tech Physicians Medical Pavilion

Fourth Floor(806) 743-4263

Orthopedic Hand and Wrist

MOP II - 808 Joliet, Suite 210

Second Floor.....(806) 743-4600

PATHOLOGY

Provides a full range of laboratory testing for clinic patients in addition to providing lab services for various departments like surgery.

TTUHSC Main Building

3601 4th St.

East wing, first floor, Room 1A100. (806) 743-2124

PEDIATRICS

Care and treatment of diseases or injuries in infants and children. Specialized services include well-child exams, immunizations, cardiology, developmental medicine, endocrinology, infectious diseases, nephrology, pulmonology, genetics, and psychology.

Texas Tech Physicians Medical Pavilion

4th Street and Indiana Avenue (806) 743-7337

Medical Office Plaza

3502 9th St., Suite 130..... (806)743-1188

Raider Clinic

6830 Quaker Ave, Ste. C (806) 743-7660

Health Point.

4004 82nd St., Suite C.....(806) 743-7800

PSYCHATRY

Diagnostic evaluations, medication management, individual and group psychotherapy, psychological testing, neuropsychological testing, biofeedback and chemical dependency treatment and, several specialized psychiatric disorders.

TTUHSC Main Building

3601 4 th St., first floor, east wing Room 1A122(806) 743-2800

STUDENT HEALTH SERVICES

Primary care clinic for Texas Tech students. Students pay a medical fee to cover clinic services. If a student needs to be seen by other physicians outside of the student clinic, the student is responsible for those charges.

Services at the Student Wellness Center include pharmacy, laboratory, X-ray, and primary care.

Student Health

1003 Flint Ave.

Appointments(806) 743-2848

Pharmacy.....(806) 743-2636

SURGERY

Provides general surgical services for adults and children. Specialized surgical treatment is available for the subspecialties of cardiothoracic (heart and vascular), vascular interventional radiology, cancer and burn trauma. Laparoscopic surgery is available for hernia repair, gall bladder and appendix removal, and exploratory evaluation of pancreatic, endocrine, digestive and gastrointestinal disorders.

Texas Tech Physicians Medical Pavilion

3601 4th St., Fourth floor

Ears, Nose and Throat..... (806) 743-2373

Facial reconstructive surgery (806) 743-2373

General surgery/vascular(806) 743-2373

Southwest Cancer Center

602 Indiana Ave.

Breast / surgical oncology.....(806) 775-8600

UMC Medical Office Plaza - MOP

3502 9th Street

Adult surgery, Room 310.....(806) 743-2377

Pediatric surgery, Room 210.....(806) 743-2388

UROLOGY

Provides medical and surgical care for infants through senior citizens. Specialized services include treatment and/or surgery for bedwetting, prostate cancer and disease, female urology, kidney stones, impotence, male and female incontinence as well as other genitourinary problems.

TTUHSC

3601 4th St., Room 3B100.....(806) 743-1810

NOTES

Quick Reference Telephone and Address Guide

Texas Tech Physicians of Lubbock Clinical Services

Dermatology, TTUHSC 4A100.....	(806) 743-1842 or Toll free (800) 782-7310
Southwest Dermatology, 4004 82nd Street.....	(806) 743-3122
Family Medicine - Medical Pavilion, first floor.....	(806) 743-2757
Family Medicine - Grand Expectations, 2602 Avenue Q.....	(806) 761-0616
Internal Medicine, Medical Pavilion, second floor.....	(806) 743-3150
Cardiology, Center for Cardiovascular Health.....	(806) 743-1501
Oncology Cancer Center, 602 Indiana Avenue.....	(806) 775-8600
Neurology, TTUHSC, Room 3A100.....	(806) 743-2391
Ob/Gyn, Medical Pavilion, third floor.....	(806) 743-2340
Southwest Ob/Gyn, 4004 82nd Street, Suite A.....	(806) 743-8537
Ob/Gyn - Grand Expectations, 2602 Avenue Q.....	(806) 747-1780
Fertility Division, Medical Office Plaza 2 - 808 Joliet - Suite 230.....	(806) 743-4256
Perinatal Division, MOP 1, Medical Office Plaza, G70.....	(806) 761-0770
Ophthalmology, TTUHSC, Room 2A100.....	(806) 743-2020 or Toll free (800) 535-8006
Laser Vision, 4004 82nd Street, Building 200.....	(806) 743-7777
Texas Tech Eye Consultants, m 4004 82nd Street, Bldg 200.....	(806) 743-7676
Orthopaedics, Medical Pavilion, fourth floor.....	(806) 743-4263 or Toll free (800) 298-2663
Hand & Wrist, Medical Office Plaza 2 - 808 Joliet - Suite 210.....	(806) 743-4600
Pathology, TTUHSC, Room 1A100.....	(806) 743-2124
Pediatrics, Medical Pavilion - third floor.....	(806) 743-7335
Pediatrics, MOP 1, Medical Office Plaza, Suite 130.....	(806) 743-1188
Raider Clinic, 6630 Quaker Avenue, Suite C.....	(806) 743-7660
Pediatrics, Health Point, 4004 82nd Street, Suite C.....	(806) 743-7800
Psychiatry, TTUHSC, Room 1A122.....	(806) 743-2800
Student Health Services, Texas Tech University Campus, 1003 Flint Avenue.....	(806) 743-2848
Surgery Medical Pavilion, fourth floor.....	(806) 743-2373
Ears, Nose & Throat, Medical Pavilion, fourth floor.....	(806) 743-2373
Adult Surgery, MOP 1 - Medical Office Plaza, Suite 310.....	(806) 743-2377
Pedi-Surgery, MOP 1 - Medical Office Plaza, Suite 210.....	(806) 743-2388
Oncology Cancer Center, 602 Indiana Ave.....	(806) 775-8600
Urology TTUHSC, Room 3B100.....	(806) 743-1810

Texas Tech Physicians of Lubbock Support Services

Billing Office, Medical Pavilion, basement.....	(806) 743-2898 or Toll free (800) 872-2956
Clinical Research Institute, TTUHSC basement Room BA125.....	(806) 743-4222
Financial Screening, Medical Pavilion, basement.....	(806) 743-1970 X268
HIPAA Privacy Office, TTUHSC, Room 1B113.....	(806) 743-4007
Medical Records, TTUHSC, Room 1B108.....	(806) 743-2608
Information Desks at Texas Tech Physicians Medical Pavilion & TTUHSC entrance.....	(806) 743-4636
Patient Services, Texas Tech Physicians Medical Pavilion, Room 1010A.....	(806) 743-2669
Language Interpreting Assistance Information desks.....	(806) 743-4636
Texas Tech Police Department, TTUHSC basement.....	(806) 743-2000