

**Vein Care**

Varicose Veins  
Spider Veins  
Leg Pain  
Injection Sclerotherapy  
Vascular Ultrasound

**McQUAID**  
*Vein Specialists*

MARK McQUAID, MD, FACS · J. ANDREW SKIENDZIELEWSKI, DO

**General Surgery**

Gall Bladder  
Hernia  
Spine Exposure  
Laparoscopy  
Mass Removal

Dear New Patient:

Welcome and thank you for choosing McQuaid Vein Specialists for your vein care, general surgery or cosmetic needs. McQuaid Vein Specialists has over 30 years of medical practice between our physicians. Their experience enables them to offer you a combination of knowledge, technology and compassionate care to help you achieve wellness in all aspects of your health.

We understand that you will likely be given a wealth of information during your visit. If at any point, you feel overwhelmed by that information, please contact a member of our staff. We are glad to answer any questions you may have, *at any time*.

Our primary focus is your health and well-being. Every member of our staff should leave you feeling that your health and complete satisfaction are our number one priority. Please, if you ever have any concerns, let us know!

Again, thank you for your trust in McQuaid Vein Specialists.

Sincerely,

The Physicians and Staff of McQuaid Vein Specialists

## **General Information**

Welcome to our practice, where our primary focus is your health and well-being. Every member of our staff should leave you feeling that your health and complete satisfaction are our number one priority.

## **Our Commitment to You**

McQuaid Vein Specialists is committed to treating our patients' surgical and vein problems in a compassionate and caring way. Our goal is to optimize our patients' health by correcting surgical issues, medically managing nutrition and accomplishing weight loss with the use of proven and technologically advanced methods. McQuaid Vein Specialists uses advanced, non-invasive testing to inform and educate, so that our patients can take immediate responsibility in improving their health.

## **Registration Packet**

At your first appointment, you will be asked to complete a patient registration form and patient history & review of symptoms forms. This information is essential to enable our team to provide high quality medical care to you, so complete and accurate information is important. In order to facilitate the registration process, these documents are typically emailed after your appointment is scheduled, so you may print them, fill them out and bring them with you to your appointment. They may also be downloaded from the "Patient Resources" section of our website (McQuaidVein.com). If you are unable to fill these forms out beforehand, we ask that you please arrive 30 minutes early, to allow time for you to complete them before your scheduled appointment time.

## **Office hours**

Monday	8:00 am to 5:00 pm
Tuesday	8:00 am to 5:00 pm
Wednesday	8:00 am to 5:00 pm
Thursday	8:00 am to 5:00 pm
Friday	8:00 am to 4:00 pm

## **Office Location/Contact Information**

- We are located just North of Rt. 121 on Legacy Drive, across from the Westin Stonebriar.
- Address:  
1518 Legacy Drive, Suite 120  
Frisco, TX 75034
- Phone: 97.BEST.LEGS (972.378.5347)
- Fax: 972.378.0916
- You may email us for more information at: [info@McQuaidvein.com](mailto:info@McQuaidvein.com)
- Website: McQuaidVein.com

## Telephone Calls and Medical Questions

When you call with a routine medical question or request, the Front Desk Coordinator will connect you with a member of the clinical team. If you call when the clinical team is unavailable, you will be able to leave a message, and a member of the team will return your call as soon as they are available.

If you have an issue after hours, you may call the regular office number, 972.378.5347, to leave a message, or to speak with the on call physician, if the issue cannot wait until the next business day.

## Appointments

- **Scheduling**
  - **Self-Referrals**
    - If your insurance company allows self-referrals, you may contact McQuaid Vein Specialists directly, without a referral from another doctor.
  - **Physician-Referrals**
    - If your insurance company requires you to obtain a referral from your primary care physician to see a specialist, you are responsible for providing our office with this information. Any claims denied as a result of not getting a referral may be billed to you directly.
- **Cancellation/Late fees (refer to financial policy)**
  - If you are more than 15 minutes late checking in for an appointment you may be charged a \$25 late fee, and you may be asked to reschedule your appointment.
  - We require 24-hour notice for canceling any non-procedure appointments. There is a \$75 charge for appointments if they are not canceled OR if 24-hour notice is not given.
  - We require 48- hour notice for cancelling any procedures (ablations, phlebectomy, ultrasound guided sclerotherapy, regular sclerotherapy, mass removal, general surgeries/procedures, etc.). Failure to notify our office within 48- hours of a cancellation may result in a non-negotiable \$150 fee.
  - We Realize that unexpected circumstances may arise which may cause you to be late for an appointment or prevent you from cancelling your appointment within the requested timeframe. However, we have to maintain a standard policy for all patients and be consistent in the enforcement of that policy. That being the case, we will waive one late/cancellation fee per patient, but will not waive any additional fees thereafter under any circumstance.

## Waiting Time

We realize that your time is valuable, and we will make every effort to provide you with the highest quality care in an efficient manner, minimizing your waiting time. Please understand that every patient is unique, with different needs which may occasionally require more time than planned. In the event of a delay or unforeseen emergency, we will notify you and give you the option to reschedule

## **Billing and Insurance Information**

This can vary based on Insurance requirements or criteria. If you have any questions please speak with our Insurance specialist and/or your insurance company regarding your specific benefits.

## **Your Medical Records (Privacy and Safeguards)**

We want you to know that we are committed to doing our best to ensure the accuracy and security of your health information. With the ever changing rules and regulations involving medical records, there may be times when we ask you to fill out forms that you have not had to fill out in the past. We apologize for any inconvenience that this may cause, and thank you for your patience and understanding as we work together to keep your information safe and secure.

For additional information about how medical information about you may be used and disclosed in compliance with HIPAA regulations, please refer to our Privacy Notice, which can be found on our website.