Complaint filed with Texas Medical Board July 11, 2019

Dr Desai's office does not refill prescriptions.

Monday July 7th, it took 14 phone calls to my doctor’s office by me, my wife, and the pharmacy to get an ordinary refill of .09% sterile saline nebulizer.

I counted the number of calls … it was 14, plus one call the previous Friday that yielded no result.

At no time were we impolite. We were frustrated of course.

The doctor's office staff finally sent the WRONG prescription, even though the prescription must be available in my records at their office.

They sent the wrong prescription TWICE, before the head pharmacist apparently called a third time and got the right prescription.

After that, both my wife's phone and my phone were blocked from making calls to my doctor's office ...

The office staff BLOCKED our phones and wasted our whole day, and wasted pharmacy staff time.

Everybody else gets blamed?

My wife and I are cut off at a key time in my health fight ... by the whim of the office staff ... not by the doctor that I am aware ... simply because they would rather frustrate and endanger a patient and delay life-saving health care work done by an entire pharmacy staff ... requiring all of us to make 14 phone calls for 1 prescription instead of sending in the prescription after the pharmacy faxed it to them several times over the previous week.

And why do we have to call Desai's office to get prescriptions in the first place? No other doctor has their patients call the office for refills.

The pharmacy faxes a request, and sometimes it actually works and Desai’s office fills the prescription. But most times it doesn't.

This past spring, my Xanax took 5 weeks to get a refill. Faxes from the pharmacy didn't work, so I called 4 times, and stopped by face to face two times. Each time, they said, no problem, we'll send it in. But they didn't. When it was finally filled, they specified a different amount than the doctor's prescription, and different amount from the pharmacy request.

I don't think the doctor is doing this. I think it's the office staff.

Four weeks ago, Desai's office staff failed to fill my prednisone ... an absolute key life-saving component in my daily treatment … they ignored 4 pharmacy faxes over the previous week, but amazingly the refill arrived after only 1 phone call by me to the doctor's office.

Right now we have been waiting 5 weeks to get prior approval for the life-saving VitalCough machine that is absolutely needed to get the mucus out of my lungs.

This is life-threatening.

The VitalCough company has sent the prior approval information to the doctor's office more than one time, but the doctor's office claims they don't have it ...

I have an appointment with a new doctor, but I'm midway getting the VitalCough machine from Desai's office, and also fear Desai's office will not forward my medical records to my new doctor ... that they will stall and stonewall us, and further endanger my health.

And in complete irony, each office visit ... Desai’s office staff asks if I'm taking all my medicines? Believe me, there's not ONE single doctor's order that I do not remember and work hard to accomplish.

I am doing my part, and then some.

The whole mess at Desai's office has taken a hard toll on my health... I'm 68 years old, and cannot fight to clear my lungs all day AND fight a childish, incompetent office staff too.

Desai's office procedures need a full review to protect other patients from life-threatening harm. Not just patients at Desai’s office, but the patients whose care is delay by wasting valuable pharmacy time too.