

WOMANHEALTH OFFICE POLICIES

Welcome to WomanHealth! Our staff consists of board-certified obstetricians-gynecologists and nurse practitioners. Our goal is to provide you with excellent patient care for your pregnancy, routine annual gynecological exams, as well as other gynecologic related problems and treatment.

Communication is an integral part of any patient-provider relationship and is important for us to provide the best possible care. Our website, www.womanhealth.net, provides access to our *Communicator* patient portal which allows patients to request and schedule appointments, refill prescriptions, view patient billing statements and make payments, as well as to communicate with the physicians and staff. Through our website, our electronic medical record program, *Digichart* patient portal, allows the patient to update and review their medical history online prior to a scheduled appointment.

OFFICE POLICIES

APPOINTMENTS

- Appointments can be scheduled through our main telephone number (978-256-1858) or via the *Communicator* patient portal on our website.
- We see patients with scheduled appointments only.
- We make every effort to accommodate patient requests; however, some providers are not in the office every day.
- If your appointment is not of an urgent nature, you may be asked to see another provider.
- Patients with an urgent problem are seen that day, referred to Lowell General Hospital Emergency Department or Lowell General Hospital's Labor and Delivery Floor.
- As a courtesy to those patients who arrive on time for their appointment, we will reschedule patients who arrive 15 minutes late. We will make every effort to accommodate patients if an appointment is available later in the day.
- Patients who miss an appointment without canceling within 24 hours may be subject to a \$25 fee.
- In order to provide you with optimal care, it is important that all medical and current insurance information be completed before your scheduled appointment. This information may be updated via the *Digichart* patient portal on our website. If your medical information is not completed prior to your scheduled appointment, it may be necessary to reschedule your appointment.
- In the event of inclement weather, please call our office to determine if the office is open.
- We require cell phones, pagers, iPads, etc to be turned off in the examination rooms.
- If it is important or urgent that you use your cell phone while in the exam room, we request that you reschedule your appointment to a time when you can be seen in an uninterrupted manner.
- Our physicians provide services at Lowell General Hospital. If you use an ambulance service, they are required to take you to the closest hospital.
- As our staff and physicians respect your needs, we expect the same respect to our other patients and our staff during your appointment. If there are any issues or concerns regarding our staff, please report these to the office manager.

PHONE MESSAGES

- When calling our office, please leave only one voicemail message. Leaving several messages on several voice mails tie up our phone system and delays our response to your call.
- All messages are retrieved on a regular basis and in the order they are received. In most cases, your non-urgent call is returned the same day.
- Messages left on our emergency line are checked every 15 minutes. If you are experiencing a true emergency, you should call 911 or proceed to Lowell General Hospital.
- If you call our office after regularly scheduled office hours, our answering service will page one of our physicians.
- If you have a block on your phone, please remove this if you are expecting a return call.
- Please note that our caller ID show up as Lowell General Hospital or as (978) 937-6000.

PRESCRIPTION REFILLS

- Routine prescription refills are processed by our staff during regular office hours. We require two business days for prescription refills.
- Physicians on-call after hours, during weekends and holidays will not refill routine prescriptions.
- Narcotics cannot be refilled by phone. A written prescription has to be picked up at the office. Only your doctor can write a prescription for you. Patients who require recurrent or prolonged use of narcotics will be required to sign a contract with their physician.

INSURANCE POLICY

Our office accepts most insurance providers. Please call our Billing Department if you have a question.

- Present your insurance card at each appointment.
- Notify the office if any change in your insurance.
- Co-payments are expected on the day of your appointment.
- There is a \$10 surcharge assessed if a billing statement is generated.
- If your insurance requires a referral, please call your primary care provider prior to your appointment to arrange this.
- Please review your benefit summary that you received from your insurance company to understand your coverage:
 - co-payments
 - deductibles
 - co-insurance
 - referrals
 - exclusions in coverage

FINANCIAL POLICY

Your insurance may be verified by our staff prior to your appointment/procedure to determine eligibility, deductibles, and patient co-insurance responsibility.

- All payments are due at the time of your appointment.
- Self-pay patients will be given an estimate of their charges prior to their appointment/procedure.
- Charges for routine or elective procedures that are not covered by your insurance plan are payable prior to the procedure.
- Payment plans are available for urgent/emergency procedures not covered by insurance.
- Collection accounts: If it becomes necessary to give your account to our collection agency, we may reschedule any routine/non-urgent visits until the balance is paid.
- Payment methods include cash, check, Mastercard, Visa, and American Express.
- Our Billing Department is available to assist you as needed.

OBSTETRICAL PATIENTS: Your insurance coverage will be verified after your initial visit. You will be notified of your financial responsibility and a payment plan will be set up. Full payment is required prior to delivery. (See separate Obstetrical Financial Policy which outlines what is included in the global fee.)

ADDITIONAL FEES

Family Leave forms	\$0
Disability forms	\$10
No co-payment surcharge	\$10
Return check charge	\$20
No-Show appointments	\$25
Medical records to patients	\$25
Medical records to insurance	\$50
No-Show appointments (procedures)	\$50