



Thank you for choosing Associates in Women's Health Care, PLLC. In order to avoid miscommunication, we request that you read the following policies and procedures. Thank you.

POLICIES AND PROCEDURES

1. If your insurance changes and you have a **scheduled** appointment or procedure, you must call our Scheduling Department at 795-0771 and notify them immediately.
2. Please arrive at least 15 minutes before your scheduled appointment time to allow sufficient time for the check-in process. **If you are more than 15 minutes late for your appointment, you will be asked to reschedule your appointment.**
3. **If you do not have a referral as required by your insurance company you will be asked to reschedule your appointment.**
4. Please be prepared to pay your co-pay, co-insurance or deductible at the time of your appointment. We will advise you of this amount when you check in for co-pays, and when you check-out for co-insurance and deductibles. We accept cash, checks, Visa, and MasterCard. Inability to pay your co-pay may result in your appointment having to be rescheduled.
5. Please inform our front office staff of any changes in your address, phone number, or insurance information as soon as possible. This will allow us to be paid for the services we are rendering.
6. We will submit claims to all insurance companies with which we hold a contract, and will bill you for any balance due. You will be responsible for payment **at the time of service** if your insurance is not a contracted insurance. A patient statement will be provided at your request, to assist in obtaining reimbursement from your insurance company.
7. There will be a \$35.00 charge for bad checks.
8. If your insurance company or employer requires us to complete disability forms, including FMLA forms, there will be a \$25.00 charge per form.
9. Your physician may refer you to another physician or setting outside this clinic (such as to radiology or laboratory departments) for additional services. We will assist you, to the best of our ability, with this referral process for outside services. However, insurance companies do not notify us regarding whether follow up visits outside our clinic have been approved for payment. Therefore, you must be sure that your insurance company has authorized any follow up visits or referrals your physician has ordered.
10. We know that sometimes our patients cannot attend scheduled clinic appointments. We greatly appreciate as much advance notice as possible when you need to reschedule. Advance notice allows us to schedule another patient into that appointment time.
11. Please understand that repeatedly cancelled appointments, or appointments not kept, interfere with a provider's ability to continue quality of care. Because of this, we will discontinue a relationship with any patient who frequently cancels or does not show for scheduled appointments.

Please direct any questions to our front office staff.