Policies

Appointments

We understand your time is valuable. We make every effort to remain on schedule. We look to our patient to also be prompt and assist us by arriving on time. If you are more than 15 minutes late, your appointment may be rescheduled in fairness to the patients who have arrived for their appointments on time. It is also important to be clear what your needs are when you are scheduling your appointment so we may allow enough time for your visit with us.

Due to the nature of our practice, physicians may be called out suddenly for deliveries and emergencies. We will make every effort to notify you as soon as possible if your appointment will be delayed or cancelled. We appreciate your patience and understanding when these situations arise.

What to Bring to Your Appointment

When you arrive for your appointments, please make sure to bring the following information:
- Driver’s License or other photo I.D. if you don’t have a license
- Insurance Card(s)
- List of current medications (prescription and over-the-counter)
- Method of payment

No Show and Late Cancellation Appointments

Our office reserves the right to charge a $25 No Show Fee if you fail to keep your appointment or fail to notify us 24 hours in advance.

Telephone Messages

Our telephone lines are open throughout the day. Please feel free to call the office anytime for questions or concerns. Because of increased hold times during various days and hours of the week, we ask for your patience.

Non-urgent and routine messages are typically returned by the staff throughout the day. General message received after 4:00 p.m. will be returned the next business day.

After hours, phones are answered by our answering service and the on-call physician contacted. Please limit your calls to medically urgent calls only. Although unlikely, if a physician has not returned your call within 20 minutes, please call again.

Prescription Refill Requests

Requests for prescription refills are not accepted by pharmacies. Refill requests are only done during normal office hours and may take up to 48 hours to complete. Please be sure to call at least 4 days before you run out of your medication. Narcotics and routine medications will not be prescribed after hours.
**Test Results**

You will receive a phone call from our office for any abnormal test result. Occasionally you will be asked to return to the office to discuss test results, as a phone conversation may not be appropriate. If you have not been notified about your test result(s) after two weeks, either check with us or Labcorp’s results line at 888-567-8723 or online at www.LabCorp.com/patientinfo.

**Statement of Responsibility**

The patient is responsible for notifying our office of any changes in address, telephone number(s), or insurance information. If the office is unable to contact you because of outdated or incorrect information, we cannot take responsibility for your care.

**Fees and Payments**

Women’s Health Alliance is committed to providing the best treatment for our patients, and we charge what is usual and customary for our area. Please remember that your insurance policy is a contract between you and your insurance carrier. Co-payments are due at the time of service. Patients without insurance are expected to pay in full at the time the service is rendered.

Your insurance does not pay for all of your healthcare costs. Some items and services are not considered “covered benefits” under your health plan and will not be paid for by your health insurance plan. To the best of our ability, we will attempt to notify you in advance if we believe a service may not be covered. However, the balance(s) for these services are the responsibility of the guarantor/patient.

Our office accepts cash, checks, Visa, Mastercard or Discover.

**Prepaid Planning**

Patients who are preparing for a birth or planning for a surgical procedure will be required to pay the estimated patient responsibility prior to the service being rendered. The patient’s estimated portion of obstetrical care is required by the end of the 7th month of pregnancy. The estimated balance due for procedures is due prior to the service being scheduled. Our Patient Accounts Representative will verify your benefits and inform you of the balance due.

**Medical Records & Confidentiality**

Your medical and financial information are strictly confidential and we will not release any information regarding your care or your patient account without your consent. If you wish us to be able to share this information with specific individuals, please include that information on your Privacy Form.