

# FAQs

## Your Office Visit

After being scheduled for a new patient appointment you will be seen as soon as possible. Be prepared to bring anything that will help including medical records, lab test and all your current medications. Please arrive 15 minutes before your first appointment unless instructed otherwise and 5 minutes prior to follow-up visits.

## Office Policies and Emergencies

Your time is valuable. A sincere effort is made to adhere to our office schedule as much as possible. However, patients do not always arrive on time, procedures/surgeries may take longer than anticipated, emergencies do occur and, thankfully, babies are born! Unforeseen delays do occur. When this happens, your patience is appreciated; we will take equally good care of you should you find yourself in such a situation.

## Phone Calls

During regular office hours: call our office, identify yourself and the nature of your emergency and our operator will act promptly. After hours, nights/weekends or holidays: our answering service will process your call appropriately. **You will always be able to reach someone by calling the office number.**

We would appreciate your calling us prior to going to the hospital because problems often can be better handled in our office at less expense and greater convenience. In the event that there is no alternative to going to an ER, please place a call to us beforehand so that we can hopefully expedite your care when you arrive at the ER and prevent undue delays. **OB emergencies will be handled either by our staff; GYN emergencies will be evaluated by the ER physician who will then contact us.**

## Prescription Refills

**Prescriptions and refills are issued during office hours only.** Our staff will call in prescriptions as time permits through the course of seeing patients. **Please check with your pharmacy after 5:30 p.m.** It is not necessary to call our office back. Calculate in advance when you may need a refill. Routine prescription refills should be requested no less than 48 hours prior to the date required. **Please do not wait until your last dose of medicine to call for a refill.**

## Insurance and Billing

Our office will file many insurance claims for your convenience. Co-payments are expected at the time of service. Payment plans may be arranged for patients based on need. Billing or insurance questions should be directed to our Business Manager at (256) 249-6995.