

FLOWER MOUND WOMEN'S CARE

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Obstetrics & Gynecology

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GENERAL OFFICE POLICIES AND PROCEDURES

Thank you for selecting our office for your healthcare needs. We respect your decision to choose your healthcare provider and want you to have a satisfying experience in our office. We have developed the following office policies and procedures to optimize our ability to deliver your care.

Office appointments: Our office generally runs on time. Our ability to remain on schedule requires that you arrive for your appointment on time, if not early. Please arrive early for your initial office visit if you have not completed your required paperwork. In consideration of other patients, you may be asked to reschedule your appointment if you arrive more than fifteen (15) minutes late. Our office charges a \$25.00 fee for patients who do not provide 24 hour notice for canceling or rescheduling of appointments. This policy is intended to keep our office and you on schedule and make your appointments more enjoyable.

**Due to the nature of the doctors' specialty, please try to understand that the physician may be running a little late or your appointment may have to be rescheduled (babies do come out at any time!).

Insurance and address changes: You are required to notify our office if your insurance terminates or if your insurance changes. You will be held financially responsible for charges incurred if you are without insurance coverage. Please notify us if your address or phone number changes. Our ability to contact you is vital to our ability to provide your care.

Financial Responsibility: Our office will accept assignment of benefits after verification of your insurance coverage. We will file a claim with your insurance company for services rendered. However, you are responsible for any coinsurance or deductible (in addition to your copay) determined by your insurance company once they have paid your claim.

Contacting our office: Our office phone number, 972-899-9787, is answered 24 hours a day. Phone calls during office hours will be returned by late morning or late afternoon. If you require urgent assistance, please notify the receptionist so that we may assist you as soon as possible. Please note, we will not recommend a course of treatment or prescribe medication without a physical assessment. If you have medical concern or need, you are expected to schedule an appointment for evaluation.

- *Gynecologic patients* with after hour's emergencies may contact the physician on call at 972-899-9787. If you are unable to reach the on call physician, proceed to the nearest emergency room or urgent care center for evaluation.
- *Obstetrical patients* with after hour's emergencies may contact the on call physician at 972-899-9787. If you are unable to reach the physician on call, proceed to Labor and Delivery for assessment.

Medication Refills: Prescriptions are not filled or refilled after hours. Please call during normal office hours if you require a medication refill.

Obtaining your medical record: If you are moving or transferring your care to another physician's office, you may submit a written request and receive a copy of your medical records. A fee of \$25.00 is required to copy your medical record for release to you. After your request and payment are received, your chart will be copied. We generally require a week for this process. Your records may be transferred directly to your physician without charge, by filling out a records release form from our office or when we receive a written authorization from your other doctor's office.

Disability and FMLA forms: Please allow adequate time for us to complete Disability and FMLA forms, as they may require up to one week to be completed. We will notify you as soon as they are ready to be picked up.

Office visits and children: For the safety of our pregnant patients, we ask that you do *not* bring toddlers or school-age children to your office visits. Many pregnant patients lack immunity to viruses responsible for several childhood diseases including chicken pox, measles, and Fifth's disease. We realize that this is not always possible. If you must bring small children to our office, please bring your spouse or other adult who can supervise them during your examination or consultation. A medical office can be an unsafe environment for children, and we are not responsible for unsupervised children.

****Please keep this document for your personal reference****