

*A new direction in
women's health...*

Patient Information Guide

Office hours and telephone access

Our office hours are from 8:00 am to 4:30 pm, Monday through Friday. Every attempt is made to answer calls as they come in, however, due to the volume of telephone call, your call may be answered by an automatic phone system. Please, listen carefully to the prompts, they are designed to lead to the staff member to best meet your needs. The system is in place to allow us to provide you with quality patient care. In the event that we are not able to take your call, please, leave a message. Your calls are a priority to us and we will make any effort to return calls the same day. In the event that your call is not answered in the day, it will be answered the next business day. Our telephone number is (410) 451- 0076.

Emergencies

We provide an on call physician 24 hours a day. After regular office hours, please, call (443) 481-1000 and ask for the comprehensive Gynecology Center physician on call for urgent problems and ask for the physician to be paged. There may be a fee associated with this after hour's service.

Appointments

To make an appointment, please, call our office at (410) 451-0076. We request 24 hours in advance to cancel an appointment. Please, bring a list of all your medication to each office visit.

Medical problems

Our staff or nurses are available to answer your health care concerns. If your situation is urgent, we will do our best to work you into our appointment schedule.

Drug refills

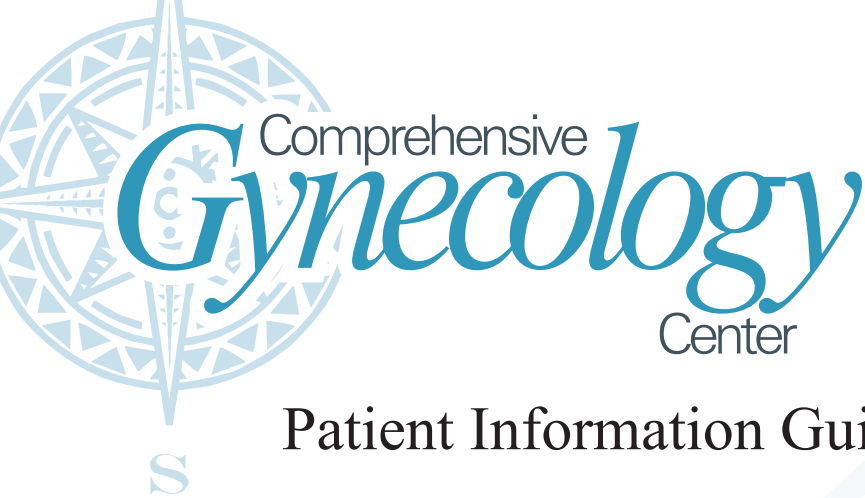
Please, review your medication supply regularly to ensure that you do not run out. Please, make clinical staff aware of any refills needed at your office visit. In the event you are out of refills and you do not have an upcoming office visit, please, call your pharmacy and they will fax our office for your refill, or if you prefer, you may call our office. Please, have the following information available when you call:

- Patient's name
- Patient's date of birth
- Patient's telephone number
- Name of medication
- Medication instructions
- Name of pharmacy
- Telephone number of the pharmacy

If you have not been seen in our office within 1 year, you may be asked to schedule an appointment to get your medication refills.

Request for records

Medical records are available to you by signing a release form. Our staff will provide with the required release form. Please, allow 72 hours for your request to be completed. There is a \$25.00 fee for this service.



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Financial policy

Payment of co-payments and co-insurance and uninsured balances are to be made at time of visit unless our staff has approved arrangement in advance. For your convenience, we do accept cash, checks, MasterCard and Visa. Health care enterprise physician billing service handles all physician charges. If you have any questions regarding your bill, please, contact customer service at (443) 481-6560.

Insurance

We are available to assist you with your insurance, however, we can not know all the details of all insurance plans. Please, bring your insurance card at each visit. If you change insurance companies or employers, you will need to let the front desk staff know when you check in. always remember, the insurance is a contract between you and your carrier, not Comprehensive gynecology Center.

Medicaid

If you have coverage provided through Medicaid, you will be asked for your card at each visit.

Prepaid health plans

We participate in numerous HMO plans. Please, remember that these plans do not have responsibility for payment of any unauthorized services. It may be necessary for you to have a pre-authorization prior to services rendered.