

## BAYSIDE WOMEN'S HEALTH OFFICE POLICIES

### **Patient Portal**

We recommend you signing up for our Patient Portal. You can access it at <https://25555.portal.athenahealth.com>.

Within the portal, you can:

- view, manage and check in for upcoming appointments
- access, print and complete any required forms for upcoming appointments
- access billing statements, view payment history and make payments
- update demographics including phone, email and emergency contacts
- set your notification preferences regarding text, email and phone contacts
- set family access and view current insurance information.

### **Self Check-In**

We now offer patient self check-in prior to your appointment. This decreases your wait time by allowing you to complete forms and update demographic information prior to your visit. Any required forms for upcoming appointments can be viewed once you click on the appointment within the patient portal. **Please continue to SIGN IN at the front desk when you arrive the day of your appointment.** Your provider may have additional questions/forms for you the day of your appointment.

### **Scheduling Appointments**

To schedule an appointment, please call our office Monday-Friday 8:15a-4:45p. Our appointment staff may ask you about the nature of your visit in order to book the most appropriate appointment for you.

### **Text Message/E-mail Appointment Reminders**

If you would like to participate in our email and text message appointment reminder program, please be aware that any charges that apply from your cell phone carrier are your responsibility. If you would like to receive email or text message reminders please provide us with your cell phone number and email address. You may opt out at any time by contacting our office our accessing your patient portal.

### **No Show Fee**

There is a \$25.00 No Show Fee for all appointments that are not cancelled/rescheduled at least 24 hours in advance.

### **Canceling Appointments**

If you need to cancel or reschedule your appointment, please call us as soon as possible. This will allow another patient to use your appointment time.

### **Late Appointments**

Please make every effort to be on time for your appointment. We respect the time of our patients and our staff tries to stay on schedule in an effort to reduce wait times. If you arrive late for your appointment, we will attempt to work you in; however, you may be asked to reschedule your appointment.

### **Emergencies**

If you are experiencing a serious or life-threatening emergency, dial 911.

If you are experiencing a medical emergency outside of office hours and need to reach the on-call physician, please call our office at 251-990-6550 and you will be connected to our after-hours call service. They will connect you to the on-call physician.

*\*We do not refill prescriptions via the emergency line. Please do not call the emergency line if you are not having an urgent medical problem that can wait until normal business hours.*

## **BAYSIDE WOMEN'S HEALTH OFFICE POLICIES**

### **Medical Records**

You are entitled to copies of your medical records, whether for yourself or another medical provider. You will need to sign a medical record release at our office and present a valid photo ID. Record requests are subject to a \$5.00 retrieval fee and are \$1 per page the first 25 pages, and fifty cents for each additional page. Please allow up to 5 business days for processing.

### **Prescriptions**

Prescription refills are processed only during our normal office hours. If you would like to order your prescription through a mail order pharmacy, you must obtain a mail order form from your insurance provider and mail or fax the completed form, along with the written prescription directly to your mail order pharmacy.

### **Narcotics**

It is our office policy not to call in narcotic pain medication. We also do not treat chronic pain conditions that require long-term narcotic use. Under no circumstances do we write narcotic pain medications for uses outside the scope of our OB-GYN practice.

### **Payments**

Co-pays, coinsurance, and deductibles are due at the time of service. If you have questions regarding payment arrangements, please contact the office. We accept cash, check, Visa, Discover, and Mastercard.

\*There is a \$35 fee for returned checks.

### **FMLA/Short Term Disability Forms**

If you have FMLA/Short Term Disability paperwork, please make sure that you complete the *patient sections* of your forms and leave instructions on where they need to be sent. Standard postpartum leave is six weeks following a vaginal delivery and eight weeks after a cesarean delivery. We charge \$10.00 per set that must be paid for with cash or check.

*\*Please allow up to 7 business days for forms to be completed.*

### **Things to Bring to Every Appointment**

Driver's License/Photo ID  
Health Insurance Card  
Method of Payment  
List of All Medications (including strength and dosage)

*\*If you are unable to present proof of insurance, you will be asked to pay for services as self-pay or reschedule your appointment.*

### **Insurance**

If you have a change in insurance, please inform the front desk when you sign in for your appointment. Our goal is to provide accurate insurance information to our patients; however, it is ultimately the patient's responsibility to ensure that the services received are covered. If your insurance plan requires a referral, it is your responsibility to obtain one from your PCP.

*\*All copays, coinsurance, and deductibles are due at the time of service.*