

## Balcones OB/Gyn Patient Information

The intent of this handout is to provide you with concise information regarding the conditions, expectations, and procedures of our office and staff. The policies and procedures listed below have been instituted due to the many continuing changes in healthcare, our growing practice, and our desire to respond to these changes in a way that will continue to provide you with the utmost care.

### APPOINTMENTS:

We will make every effort to schedule your appointment in an appropriate time frame. Yearly well-woman exams will be scheduled within one to three months of calling. Scheduling these routine exams in that time frame is important in order to allow patients with urgent medical needs to be seen in a shorter time frame.

If you are due for your well-woman exam and have an urgent problem, we will make two appointments for you – an earlier appointment for the problem, and a later appointment for the well-women exam.

For those women who are in need of medication refills before their well-woman exam appointment is possible, please call your pharmacy. The pharmacy will then fax us a refill request and we will be happy to approve enough refills until your appointment.

For women who are due for their annual mammogram before a well-woman appointment, we will not mail you an order in advance of that appointment. It is important to examine the breasts each year in advance of the mammogram so that we may order the proper type of testing. If you believe that there is a breast problem requiring immediate attention, we will make two appointments for you – an earlier appointment for the breast problem and a later appointment for the well-woman exam.

### LAB TESTS & RESULTS:

Our office uses BioReference Labs for all of our lab testing. On rare occasions, your practitioner may elect to send certain tests to Clinical Pathology Labs in order to better serve you. We have a draw station in our office and a phlebotomist from BioReference is onsite to handle any lab draws you may need. Please ensure that you communicate with our clinical staff if your insurance requires you to utilize a different lab.

Pap smear results will be reported to you by mail within two weeks of testing if the results are normal. All abnormal results will be called to you as soon as possible but will typically fall within the two week time frame as well. Mammogram results will be reported to you by mail by the radiology facility where your screening was performed. We will notify you by phone and/or mail within two weeks of the report shows abnormal findings.

All lab testing done during your pregnancy will be reported to you at your next prenatal visit. If any test results are abnormal we will call you as soon as possible.

#### NURSE CALL-BACKS:

If you have a medical question that cannot wait until your appointment, please call our nurse line. If you leave a message on the nurse's voice mail, your call will be prioritized in the order of urgency based on the other calls received that day. You may choose the phone option for an emergency when calling **if and only if** you are experiencing one of the following:

- Bleeding in pregnancy
- Severe pain when pregnant
- Leaking possible amniotic fluid in pregnancy
- Having painful contractions every 5-10 minutes in pregnancy
- Decreased fetal movement after 28 weeks of pregnancy
- Hemorrhaging when not pregnant (soaking a pad every hour for 4 hours)
- Severe pain when not pregnant to the degree that you are confined to bed

#### MAIL-ORDER PRESCRIPTIONS & MEDICATION REFILLS

Mail-order pharmacy use by our patients has dramatically increased. It is our policy that our nursing staff cannot fax or call in medication orders to mail-order pharmacies. Our intention is that their time may be dedicated to responding to phone calls regarding medical concerns rather than spent on the inordinate amount of paperwork and lengthy phone calls required by the mail-order pharmacies. We will provide you with written prescriptions for your medications and we ask that you mail or fax this information in yourself.

If you need a refill of your medication please call your pharmacy to request a refill first. The pharmacy will then fax this request to our office. These faxes are checked daily, prioritized by importance and the time received, then faxed back to the pharmacy within 48 hours.

#### OFFICE VISIT PUNCTUALITY

We value all of our patients and we appreciate that your time is valuable. Our goal is that we are as punctual as possible and see you for your appointment in a timely manner. Please be advised that circumstances often arise which compromise our ability to be punctual. It is our hope that you will be as understanding as possible with the demands of our staff, especially Dr. Binford, due to obstetrical emergencies as well as deliveries which require her to attend deliveries at the hospital throughout the day. We will do our best to communicate any delays in our schedule and give time estimates to the best of our abilities.

It is our intention to provide each of our patients with the highest quality medical care. We ask for your understanding regarding the dynamics which are an inherent part of any ob/gyn practice which affect our punctuality.

First time reviewed

PATIENT SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_