



Welcome to Coastal Women's Wellness, we are happy you have chosen our practice to serve your gynecological and hormonal needs.

You can help us better serve you by following our practice guidelines and policies:

APPOINTMENTS

Please arrive 15 minutes prior to your appointment time. Please call our office if you are running late. All efforts are made to keep our providers' schedules on time. If you are more than 15 minutes late, every effort will be made to fit you into the schedule; however, there is no guarantee that you will be seen.

If your provider's schedule is full you will be asked to reschedule your appointment.

Please have questions/concerns you'd like addressed at your appointment written down prior to arriving so we can use your visit time wisely. Studies have shown that patients who write down their concerns prior to their appointments have greater satisfaction with their medical care.

TELEPHONE CALLS

We have a system in place to address your needs when you are not in the office. True medical emergencies will be addressed in an urgent manner, for all other matters allow 5 days for a response. We prefer to communicate lab results and prescription changes via our Roper Patient Web Portal system – please ask the front desk how you can sign up for this service. If you have a medical matter that needs to be addressed over the telephone and a provider is not available to speak with you, the provider will communicate a message to our medical assistants who are trained to make such phone calls on our providers' behalf.

PRESCRIPTION REFILLS

We ask that you please contact your pharmacy to request refills prior to calling our office and allow up to 5 days completing this request. Prescription refills may be denied if you have not kept your scheduled appointments. If you have an appointment scheduled we will be glad to call in enough medication to cover you until your scheduled time.

EMERGENCIES

After 5:00 pm on weekdays, and on the weekends, an answering service is available for emergencies. Please limit after hour calls to emergencies only. No refill requests will be taken after hours. In the event you determine the problem is a life-threatening emergency, proceed directly to the hospital emergency room. If our assistance is needed, we will be contacted. If you are concerned the problem may be other than routine but not life-threatening, you may follow the answering service instructions regarding paging the physician on call. The physician on call will return your call as soon as they are able.

INSURANCE COVERAGE

Please understand that it is your responsibility to know which services (physical exams, lab work, diagnostic testing etc.) are covered by your insurance. It is best to know before your appointment exactly what your out of pocket costs will be for any and all services or labwork. You also need to know which lab facilities are preferred by your insurance provider. It is not the responsibility of CWW to change diagnosis codes for testing that you have already had done.

The following are some common tests ordered by CWW providers:

Pap smears with HPV co-testing

Mammograms

Bone Density Test

Blood work to determine perimenopausal/menopausal hormone levels

MISCELLANEOUS

We are not considered a primary care office. Your primary care matters (including refills for medicines not originally prescribed by our providers) need to be attended to by a primary care provider. We are happy to provide you a referral for a provider in the area if you need one. There are many great internists and family practice providers in the area who are happy to serve you and your family.

Acknowledgement:

I have read and understand the policy guidelines listed above for Coastal Women's Wellness.

Patient Name

Patient Signature

Date