



## **Bay Area Maternity & Women's Health**

### **Patient Policy**

Welcome to the Bay Area & Women's Health practice. Our goals are simple: to deliver safe, satisfying care of the highest quality possible. We use a 'best practices' model of care for both medical and midwifery and the following is a list of some of these practice policies that we use:

#### **Insurance Information:**

If you have insurance, we will file your claim but we must have accurate insurance information at the time of your visit. Claims that are denied for payment because of incorrect insurance information become the responsibility of the patient. It is very important to let us know immediately of any change in your insurance information.

We do not file claims to secondary or tertiary insurance policies. If Medicare is your primary insurance company, as a courtesy, we will however, file your claim to your secondary and tertiary insurance policies. Per your insurance company, your co-pay must be paid at the time services are rendered. There is an automatic billing fee of \$10 if we find it necessary to send you a statement for payment of your co-pay.

We do send statements for balances not paid by your insurance company. If you receive a statement and have questions, please call our office. We are always happy to answer questions or help you make arrangements to pay your balance. Should it be necessary to turn over your account for non-payment, you will be responsible for any and all collection fees.

#### **Medicare:**

Medicare will not pay for a full annual exam. Some of the services that they do pay include a screening pelvic exam, clinical breast exam and obtaining a pap smear every 2 years. All costs not reimbursed by Medicare will be the patient's responsibility.

#### **Appointments:**

Please call (408) 883-8233 for appointments. We ask you to give us a 24-hour notice if you need to cancel your appointment.

Office phones are on from 9am - 5pm, Monday through Friday. Our office is closed for lunch from 12pm to 2pm. After hours we do have an answering service who can assist you in directing your call to whichever one of us is on call at that time. Our phones are off during the lunch period, scheduled office meetings, weekends, and holidays.

**Test Results:**

Patients are called with all abnormal test results on the day we receive them. You are of course welcome to call for the test results but please consider the following schedule:

Blood test require 2-3 business days

Pap Smears require 5 business days

Pathology (biopsies) require 2-3 business days

**Prescriptions:**

We will be using E-Script for most prescriptions which will go directly to your pharmacy. If you switch pharmacies then please inform the front desk of this change. Mail Order prescriptions can be collected from the office. Please note, that all narcotics, which includes Vicodin, can not be called in to the pharmacy. It will have to be on a written prescription.

**Forms and Medical Records:**

We will gladly complete any forms you require for such things as disability, return to work, etc.

For your medical records, a **copy fee of \$10 will be charged**. If we are not too busy, we will try to have your records ready for collection on the day you ask, otherwise they will be ready for collection between 5-7 business days.

This is a brief summary of our policies: please do not hesitate to contact us with any other questions or concerns. Please review our HIPPA policy on our website at [www.bayareamaternity.com](http://www.bayareamaternity.com)

Print Name \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_