

OFFICE POLICIES

Revised December 2008

Our Philosophy

The Women's Wellness Institute of Dallas has one principal philosophy – that feminine health, wellness and beauty emanate from within. The Institute's goal is to educate and support a woman's healthy inner-core by providing medical procedures, quality healthcare, supplements and wellness guidance that complement and complete overall health.

Office Hours

Our normal office hours are 8:30am to 5:00pm Monday through Thursday and 8:30am to 3:00pm on Fridays. A lunch hour is taken from 12:00pm to 1:00pm.

Office Appointments

We look forward to meeting you at your scheduled appointment. However, if you are unable to keep that appointment, we ask that you contact us as soon as possible to make other arrangements so that other patients may use this time. For those patients who do not cancel or reschedule at least 24 hours prior to the appointment, a \$25.00 no-show fee may be charged. Please be aware that insurance companies will not cover this expense.

Insurance Affiliation

Our staff will do its best to verify your insurance coverage and benefits prior to your appointment, then afterwards file a claim directly to the plan. If the services are not covered by your health care plan or we cannot verify coverage, we will expect payment for our services prior to or at the time of your appointment.

The Women's Wellness Institute of Dallas is a participant in many managed programs which require members to pay a co-payment for an office visit. The co-payment is expected at the time you are greeted for your visit. As these contracts are frequently reviewed and changed, we will ask to see your insurance ID card at each visit. Our office verifies your benefits at each appointment, so please bring the most current insurance information each time you come in. If you cannot provide current verifiable coverage, payment in full will be required prior to services rendered. If you cannot make full payment at that time, we will reschedule your visit for another day. Financing options are not available for office co-payments or regular office charges.

Most insurance policies stipulate a deductible or coinsurance for major procedures or surgeries which must be honored prior to your procedure. After we file the claim, Explanations of Benefits (EOBs) will be sent to our office and to yourself, which will reflect how your provider processed the claim, how they applied your deductible, and how much your coinsurance would be. If you overpaid, you can expect a prompt reimbursement from our office, but if you underpaid we will expect that reimbursement promptly as well.

Please note that because of the large number of plans with which we must work and the fact that each plan is different, it is your responsibility to determine whether or not you need to obtain a referral from your primary care physician.

There will be a fee for filling out disability documentation.

Fees and Payment

The fees for our office are based on the local usual and customary professional fees for gynecology in the Dallas area. For services not covered by insurance we accept cash, checks, and credit or debit cards including Visa, MasterCard, Discover, and American Express. Returned checks will incur a \$25.00 reprocessing fee for which you will be responsible.

Multiple financing options are available for cosmetic procedures including no interest loans for 6 months. The qualification process takes just minutes either online or by phone. Payment plans are also available extending up to 12 months. Please contact our office administrator for detail if this option interests you.

Prescriptions and Refills

Please attempt to request new prescriptions or refills at your appointment time. If you need a medication refill between appointments, please instruct your pharmacist to fax our office your refill request at 214-442-0056. A new medication will likely require a visit with the Doctor.

Emergency Care

Please limit after hours calls to emergencies. If you have an emergent medical situation, call our office at 214-442-0055. If the service is unable to reach the physician for you, proceed to the nearest emergency room. The physician will occasionally be away or out of the city; at such times please be assured that another qualified physician will be on call.

Confidentiality

Because we are HIPAA compliant, your medical information is strictly confidential. We will not release it to anyone without your written consent.

Medical Records

The release of your private medical information is done only with your written consent. There is a charge of \$25.00 for the first 20 pages of medical records copies and .50 cents for each additional page thereafter. We will forward your records to another physician at no charge.