

Welcome to Women's Health Specialists

The following is shared with our patients so there are no misunderstandings regarding our policies. We hope this information is beneficial and allows you the opportunity to ask questions about our practice's policies. Thanks!

PAYMENT DUE AT TIME OF SERVICE: Although you may not be aware of the exact charge, all office visits, lab fees, co-pays, deductibles, etc., are due at the time service is rendered. ***No Exceptions.***

INSURANCE CARDS: Insurance cards must be presented at the time of service. Please check with your carrier so you know in advance what your co-pay and deductible is. Unfortunately, our office cannot contact your insurance company for you.

MEDICAID DOES NOT COVER LAB COLLECTION FEES: Medicaid does not cover our \$20 lab collection/handling/procession fee. This charge is due at the time of service. ***No Exceptions.***

NO SHOW CHARGE: Please notify our office within 24 hours if you will not be able to keep your appointment. Our office charges a \$20 no show fee. Unfortunately, this charge is not covered by insurance or Medicaid and is due before you will be seen again by our office.

THREE CONSECUTIVE NO SHOWS: Patients who fail to show for 3 consecutive appointments may no longer be seen at our practice. If discharged, emergency care will be provided for up to 30 days.

OUTSTANDING FINANCIAL OBLIGATIONS: Unfortunately, we will not be able to see patients who have outstanding bills with our office. However, if you set up a payment contract with our billing department and are current on your contract, we will be able to see you.

LATE FOR APPOINTMENTS: Please call 30 minutes before your appointment if you anticipate being late. Our office may not see patients who are 15 minutes or more late for their appointment. This creates an inconvenience to other patients who have arrived on time and causes our physicians to get behind in their schedules.

CHILDREN: Please do not leave children unattended. They must be supervised by a parent or guardian at all times.

LABS: It takes 12 to 14 days for all labs to be processed. Please allow adequate time for our office to get the results before calling to check on these.

FOUL/ABUSIVE LANGUAGE: We ask that you calmly and respectfully discuss your concerns with our staff. Foul and/or abusive language will not be tolerated.

PREGNANCY TEST: If you are a current/active patient, WHS will administer a pregnancy test only (no office visit charge). If you are a new patient or have not been seen by our physicians in the past 3 years, WHS requires you to have an office exam before we will administer a pregnancy test. All fees are due at the time of service.

FORMS REQUEST: If you need FMLA, disability or any other paperwork filled out by our office—the first set is free. We charge \$10 for all additional requests. This charge is not covered by insurance or Medicaid and is due before the paperwork can be completed. If you have a deadline for completing paperwork, please get this to us in advance of the deadline. All documents require 7 to 10 days for completion.

ACCOMPANYING PATIENT: No more than 2 individuals may accompany a patient back to an exam room. Unless you need to watch your children—only the person having labs drawn will be allowed back to our lab area.

KRS 194A.505: Requires every person to disclose all sources of insurance, at each visit. Failure to do so is fraudulent. Our office is required and will report all such misrepresentations.

My signature below indicates I have read and understand the aforementioned office policies.

Patient's Signature

Date

Employee Initials: _____ Date: _____