

PATIENT INFORMATION

AFTER-HOURS EMERGENCIES:

- After-hours are weekdays from 5:00 pm to 8:00 am, weekends and holidays. Our physicians are on call at Tallahassee Memorial Hospital 24 hours, 7 days a week.
- If you are an obstetrical patient and in labor or have a medical problem, please go to Labor and Delivery at Tallahassee Memorial Hospital.
- If you are a gynecology patient and have an emergency, please go to the Emergency Room at Tallahassee Memorial Hospital.
- If you have a true emergency, you should call 911.

WHAT TO BRING TO THE OFFICE EACH VISIT:

- Driver's License or Photo ID
- Insurance ID Card
- Payment
- Any change of address, phone number, name, marital status, employment or insurance changes.

APPOINTMENTS:

- When you schedule an appointment, please give the reason so we can schedule you properly. If you are coming in for an annual exam but have other problems or issues for your provider to review, please inform us so we will schedule enough time for you.
- Please allow extra time if you must make any changes to your file.
- If you cannot keep your scheduled appointment, please notify us as soon as possible.

HOW WE HANDLE PHONE CALLS:

- While the providers and nurses are in clinic, a "Triage Nurse" is on duty each day during office hours to handle medical calls. While this nurse may not be your "primary nurse", she is a member of our clinical staff who is qualified to handle your call. If the triage nurse is assisting another patient when you call, you may be asked to leave a message for her to call you back.
- Please tell us: the reason for your call, your name, phone number and when you expect to be available.
- Routine calls – expect most to be returned by the end of the next business day.
- Urgent calls – will be returned promptly.

PRESCRIPTION REFILLS:

- Please call your pharmacy at least 3 days before you need your refill. The pharmacist will call your provider for the refill approval.
- If you have a mail-in prescription, please notify us at the time of your office visit.

TEST RESULTS:

- If your Pap smear has a normal result, we will not notify you. However, we have implemented an online pap result service that you can go to and retrieve your results. You **must** provide us your e-mail address. The lab will send you an e-mail with a link to the secured network to access your results. If your test is abnormal, you will be notified by our office by phone. You will also receive a reminder call when it is time for your next Pap smear.
- If your Mammogram results are normal, you will be sent a notice from facility you have the Mammogram specifying the normal result, and instructions on when to have your next Mammogram. If the results are abnormal, you will be notified by phone by our office. If you have not been notified of your results within 4 weeks following the test, please call us.
- If you had lab work or pathology testing (a biopsy, etc.) done in the office, the laboratory will bill you (or your insurance company) separately for these services.

YOUR INSURANCE:

- You should know how your insurance works. Be sure to make certain the physician you are scheduled to see or assigned to, if seeing our nurse practitioner, is listed as a provider in your plan.
- Know your insurance benefits. Please notify your provider's nurse if your plan covers preventive medicine, or if you require a diagnosis code for your annual exam.
- Tests performed solely for annual physicals or those ordered in the absence of clinical signs and symptoms, are generally not covered by Medicare and many Managed Care Insurance Plans. While election to perform such tests may be considered good medical practice. If you desire to have these tests performed, please be aware that you may be financially responsible for payment.

THINGS YOU SHOULD KNOW:

- Obstetrical patients – Please note that we offer child birth education classes through a separate company affiliated with our practice. Their name is Childbirth Education Associates of Tallahassee and their phone number is (850) 559-6797. You will receive more information about this group in your packet you receive at the orientation visit.
- Breast-feeding information – Internet users should access www.breastfeeding.com for lots of helpful information.
- Testing is now available for urinary incontinence and chronic pelvic pain. Please ask your provider if you have any questions or wish to schedule your test.
- Our website (www.NFLWC.com) contains lots fo great information. Please visit it often.

**Thank you for selecting North Florida Women's Care for your medical care.
Please let us know if you have any questions or concerns; help us server you better.**

NORTH FLORIDA WOMEN'S CARE