

## Patient Information

AC\_FL\_RunContent(

'codebase','http://download.macromedia.com/pub/shockwave/cabs/flash/swflash.cab#version=7,0,0,0','name','imagesmain','width','254','height','350','id','imagesmain','align','right','src','http://www.womensdoctorportsmouth.com/images/stories/imagesmain','bgcolor','#ffffff' ); //end AC code

Welcome to Women's Health Associates. The information on this web site is intended to introduce you to us, to answer some of your questions and to explain some of the routines we use.

Our physicians are all female and all are Doctors of Medicine (M.D.'s). They are all Board Certified by the American Board of Obstetrics and Gynecology.

Each of our physicians is qualified to provide care for all routine obstetric and gynecologic problems, including surgical procedures. When more specialized care or consultation is required, they can advise and assist with referrals to an appropriate source. We utilize Portsmouth Regional Hospital for all obstetric and gynecologic care. We see patients Monday through Friday, 8:30 AM through 4:30 PM, by appointment only.

Women's Health Associates' practice is almost evenly divided between obstetrical and gynecological patients. We have developed some procedures which we believe help us take the best care of all our patients, and we'd like to share some of them with you.

You will be asked to select one physician within our group as your "primary OB/Gyn" physician. That physician will do your annual examinations as well as coordinate whatever other care you may need. If you are pregnant, that is the physician whom you will see most often during your pregnancy.

Your telephone call will initially be answered by a member of our office staff. If you have a medical concern, your call will be given either to our nurse-practitioner or to one of our experienced office nurses, who will either take your call then or return your call as soon as possible. Your concerns will be reviewed with your doctor, and either the nurse or the nurse-practitioner will call you back or your doctor will call you directly.

We know that your time is valuable and we make every effort to see you on time. Occasionally, your physician may have an emergency at the same time as your appointment. We will try to contact you in that case, so please be certain we always have your current telephone numbers. We ask for your understanding for any delays or inconvenience caused by these medical emergencies. Please be assured that we value your time and make every effort not to keep you waiting.

After office hours and on weekends and holidays, a call to our main office number will be picked up by our answering service. They will take your name, phone number, and the nature of your concern and relay that information to the doctor on call. That physician will return your call as soon as possible, but if you don't hear back within a reasonable amount of time, please call back. If you may need to have a medication prescribed, please have the telephone number of your pharmacy available.

We have a HIPAA compliance program in place. At your first visit to our office, we will give you a copy of our HIPAA policy and will ask you to sign a simple form stating that you have received it. We are always available to discuss any privacy concerns you may have and assure you of the many safeguards we have in place regarding your personal information.

We will assist you with your insurance claims if you supply us with current insurance information at the time of your visit. We will make a copy of any new insurance card, and we will ask you to verify your current address and phone number at each visit. If applicable, remember that co-payments are due at the time of your visit, as are any balances not covered directly by your insurance.

Finally, we welcome any suggestions you may have to improve your satisfaction with any aspect of your care here at Women's Health Associates. Please remember that we are here to help you at any time with concerns you may have.