



Prescription refill requests may take up to 48 hours. It is best to call 1 week ahead of time for refills to ensure that you have your medication when you need it. When calling in your refill request, please leave your message on the designated "Rx Line." Leaving such a request on another line may further delay its processing. Narcotic drugs will not be refilled over the weekend or after hours. Mail Order Prescription requests must have correct and completed paperwork.

Prior authorizations for meds require 48 hour notice. Also, when requesting less expensive alternative medications, please provide your health plan's formulary. Prior authorization may take 5-7 business days for approval once submitted.

Calls to our Triage staff will be returned within 24 hours. Calls are returned in order of clinical priority. All triage calls will be forwarded to a Triage Staff. (Patients should not expect to call and speak with a provider.) Messages left by patients will be directed to a dedicated staff's voice mail. In order for the Triage Staff to return your call more promptly, messages must include:
Name • Date of Birth • Accurate call-back number • Reason for the call

Walk-in patients are not accepted. Patients will be given an appointment as soon as possible, based upon clinical urgency. If there is a medical problem, the patient will be asked to complete a triage form. A Triage Staff will call patient within 24 hours.

A \$40 Missed Appointment Fee will be charged to all patients who fail to show up for their appointments OR fail to give at least 24 business hours notice that they are not keeping their appointments. Insurance plans do not cover missed appointment fees. An established patient who has three missed appointments within a calendar year may be dismissed from the practice. In addition, Dedicated to Women OB-GYN (DTW) will contact insurance plan case workers to report repeated missed appointments and non-compliance.

Please note that while Dedicated To Women OB-GYN (DTW) routinely utilizes an Automated Appointment Reminder System, it is ultimately the patient's responsibility to keep track of her appointments and to provide at least 24 hour weekday notice of any cancellation.

Fees for Form Completion: \$15 for FMLA and Disability Forms; \$5 for Dept. of Social Services Forms

Returned Check Fee: \$40

Requests for Medical Records: A secure third party vendor handles all requests for records unless there is a clinical urgency. The standard processing time for obtaining medical records through the third party vendor is 2-3 weeks. Payment to DTW or third party vendor is required before release of records and/or forms completion. A third party vendor follows the DE standard fee structure for copying of medical records. A signed release form must be completed for each request.

Authorization to copy driver's license & insurance card: I understand that it is the policy of Dedicated To Women OB-GYN to include copies of my insurance card and driver's license in my patient records, and I authorize DTW to make and retain these copies.

Use of Email: As Dedicated To Women OB-GYN moves forward with email access to and from the practice, no protected health information will be sent through unsecure email by DTW providers or staff.

I, _____, have read and understand the above office policies.

Patient/Legal Guardian's Signature

Date

Staff Initials