



Dedicated
to Women

Office Policies & Financial Responsibilities

Thank you for choosing Dedicated to Women (DTW) to participate on your journey to total health and well-being. In an effort to provide the highest level of service to our patients, please be informed of our general office policies and a patient's financial responsibility.

APPOINTMENTS: We request that you arrive 10-15 minutes prior to your scheduled appointment. If you are unable to keep your appointment, please provide 2 business days notice. If you no-show for an appointment or do not provide notice of cancellation within 24 hours, you may be subject to a \$25 missed appointment fee. Insurance plans do not cover missed appointment fees. Patients who miss three appointments within a calendar year may be dismissed from the practice. Additionally, we may be required to contact insurance plan case workers to report repeated missed appointments and non-compliance. Please note that while we do utilize an electronic reminder service, it is the patient's responsibility to keep track of their appointments.

WALK-IN PATIENTS: We do not accept walk-ins. Patients will be given an appointment as soon as possible, based upon clinical urgency.

CO-PAYS: According to your insurance contract, co-pays are due at the time of service. If you are unable to pay the co-pay at the time of the service, we retain the right to cancel or reschedule the appointment to a time when it is possible to provide payment.

REFERRAL: If your insurance plan requires a referral, the referral must be presented prior to seeing the provider. If you do not have the required referral, we reserve the right to reschedule your appointment or you will have to be willing to be responsible for the entire cost of the examination.

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 leaving a message to request a refill, please be sure to include name, date of birth, prescription name and preferred pharmacy and pharmacy location. Note: 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 and may take 5-7 business days for approval once submitted.

TRIAGE CALLS: A triage team member will return calls within 24 hours. Calls are returned in order of clinical priority. All triage calls will be forwarded to a Triage team member, patients should not expect to call and speak with a provider. To ensure a prompt return call, messages must include: Name, date of birth, call-back number and reason for the call.

FORM COMPLETION FEES: FMLA and Disability Forms \$15; Dept of Social Services Forms \$5

RETURNED CHECKS: Any payment made by check that does not clear your bank account will result in a fee for insufficient funds. Our fee for returned checks is \$40.

MEDICAL RECORD REQUESTS: All request must be accompanied by a release form and can take up to 30 days to process. Requests for copies of medical records are subject to reproduction fees in accordance with federal/state regulations. A flat fee of \$10 or a per page fee structure of 2.00 per page for pages 1-10, \$1.00 per page for pages 11-20, \$0.90 per pages 21-60, \$0.50 for pages 61 and greater, will be charged. Please note that postal fees are an additional charge.

AUTHORIZATION TO COPY DRIVER'S LICENSE & INSURANCE CARD: It is the policy of Dedicated to Women ObGyn to include copies of a patient's insurance card and driver's license in our patient records.

USE OF EMAIL: No protected health information will be sent through unsecure email by DTW providers or staff.

209 E. Main Street
Middletown, DE 19709

200 Banning Street, Ste. 320
Dover, DE 19904

909 Lakeview Avenue
Milford, DE 19963

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Beebe Health Campus, MAC
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