



DIEGMANN & HENDERSON OBGYN P.C.

OFFICE POLICIES:

Scheduling Appointments

To schedule an appointment, please call our office Monday-Friday 8:15a-4:45p. Our appointment staff may ask you about the nature of your visit in order to book the most appropriate appointment for you.

Text Message/E-mail Appointment Reminders

If you would like to participate in our email and text message appointment reminder program, please be aware that any charges that apply from your cell phone carrier are your responsibility. If you would like to receive email or text message reminders please let us know your cell phone number, cell phone carrier, and email address. You may opt out at any time by contacting our office.

No Show Fee

There is a \$25.00 No Show Fee for all appointments that are not cancelled or rescheduled at least 24 hours in advance.

Canceling appointments

If you need to cancel or reschedule your appointment, please call us as soon as possible. This will allow another patient to use your appointment time.

Late appointments

Please make every effort to be on time for your appointment. We respect the time of our patients and our staff tries to stay on schedule so that you don't have to wait long. If you arrive late for your appointment, we will try to fit you in as best we can. However, you may be asked to wait or on occasion, be asked to reschedule your appointment.

Emergencies

For our patients who are experiencing urgent medical problems, same-day appointments are usually available. For medical emergencies outside of office hours, a physician is on call at all times and can be reached by calling our office number, the Thomas Hospital operator will contact the physician. Please do not call the emergency line if you are not having an urgent medical problem and can wait until normal business hours.

We do not refill prescriptions or birth control pills via the emergency line.

If you are experiencing a serious or life-threatening emergency, dial 911.

Medical Records

You are entitled to copies of your medical records, whether for yourself or another medical provider. You will need to sign a medical release authorization, which you may fax, mail or drop off at our office. Our office will then provide a copy of your records within 72 hours. Record request are subject to \$25.00 charge for the first 25 pages, fifty cents for each additional page and a \$5.00 handling fee.



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Prescription refills are processed only during our normal office hours. If you would like to order your prescription through a mail order pharmacy, you can obtain a mail order form from your insurance provider's website. Mail or fax the completed form, along with the written prescription from your practitioner directly to your mail order pharmacy.

Narcotics

It is our office policy not to call in narcotic pain medication. We also do not treat chronic pain conditions that require long-term narcotic use. Under no circumstances do we write narcotic pain medications for uses outside the scope of our OB-GYN practice.

Payments

Co-payments are due at the time of service. There is a fee for returned checks. Deductibles are due prior to delivery and surgery. For payment arrangements you may contact the office.

Pregnancy Disability Forms

Check with your Human Resources Department what type and amount of maternity leave your company offers. Some employers allow maternity disability to start two weeks before the due date while others expect women to work until their due date. Standard postpartum leave is six weeks following a vaginal delivery and eight weeks after a cesarean delivery. Forms for pregnancy disability leave are available through your human resources department. To apply for disability leave, please complete the patient sections of your forms and bring them to our office along with explicit instructions on where they need to be sent. We charge a \$10.00 fee for this service.

Things to Bring to Every Appointment

Driver's License/Photo ID
Method of Payment (Cash, Check, Credit)
Health insurance Card
List of all Medications including strength and dosage

Insurance

Our goal is to provide accurate insurance information to our patients but with frequent changes of insurance policies it is ultimately the patient's responsibility. If your insurance requires a referral to be seen this is the patient's responsibility to obtain.

If unable to present proof of insurance, you will be asked to pay for services as self-pay or reschedule your appointment.

Your insurance may not pay for everything, even some care that you or your physician may think is medically necessary. These charges will be reviewed by the physician and may be charged at a discounted rate.