



GYN Specialists of Reno
experience special care

We look forward to providing you with the highest quality medical care and service. These patient policies are designed to help you understand how our office operates so you can most efficiently access the healthcare you need. We greatly appreciate any feedback that you feel would help us serve you better.

Scheduling Appointments

Appointments can be scheduled over the phone or in the office. Our staff will do the best to accommodate the day and time of your preference; however, this is not always guaranteed and your understanding is greatly appreciated. If you have a medical concern and need to be seen the same day, we will make every effort to find an open appointment that day. If an appointment is not available you do have the option to wait for the provider but a specific time cannot be guaranteed.

The Appointment

There are several administrative and clinical tasks that must be completed on every visit before you can see the provider. We need your help completing these items so you can be seen at your scheduled appointment time. Depending on your visit type, these administrative tasks may take 15-30 minutes and the medical assistant check-in tasks may take an additional 15 minutes.

Order Patients are Seen

Patients are here for a variety of reasons and are rarely "taken back" in the order they arrive and the sequence of being taken to an exam room does not correlate with the order the providers see patients. Our goal is to keep every patient as close to their scheduled appointment time as possible and to inform you if we are experiencing any delays.

Office Delays

At times, for reasons beyond our control the office may run behind schedule. We make every effort to maintain our schedule and minimize any inconvenience to you. If a delay occurs we will inform you as soon as possible and we will gladly reschedule your appointment if you would prefer not to wait.

Appointment Reminder Calls

Our staff will make every effort to call and remind each patient of their appointment the day before, however this is not a guarantee. Please feel free to call at any point to confirm an appointment or to check on an upcoming date.

Cancelled/Missed Appointments and Fees

If you are unable to keep a scheduled appointment, please notify our office as soon as possible so we can use that appointment time for another patient. If you miss or are late for multiple scheduled appointments without notice, we may elect to release you from the practice.

If you have a new patient appointment and are unable to make the appointment we require 24 hour notice. If you are unable to provide 24 hour notice this will be considered a no show and a fee of \$50 will be assessed to you. This fee is not billable to your insurance and is the patient's responsibility.

Surgeries

If you are scheduled for a surgery but need to cancel or reschedule for any reason we require notification within 72 hours of the check in time. If adequate notice is not provided you may be assessed a fee of \$350. This fee is not billable to your insurance and is the patient's responsibility.

Urodynamic/Vesy Lab

If you are scheduled for a urodynamic test or a Vesy Lab Procedure and are unable to make your appointment we require 48 hours' notice. If adequate notice is not provided a fee of \$200 may be assessed. This fee is not billable to your insurance and is the patient's responsibility.

Urgent After Hours Calls

If you believe you have a TRUE MEDICAL EMERGENCY, PLEASE CALL 911 IMMEDIATELY.

Prescription Refills

Prescription refills are completed during office hours only. To request a refill of a medication our office has prescribed, please **CALL YOUR PHARMACY DIRECTLY**. Your pharmacy will send the official refill request. It will be reviewed by your provider and then filled. Prescription refills received from the pharmacy after NOON on Fridays may not be filled before the weekend.

Test Results

Depending on the laboratory and/or type of test you have performed, it takes anywhere from a few hours to weeks for our office to receive results. Please feel free to contact us to check on the status of your test results. Please be aware that it is our policy to not send test results to patients until the results have been discussed between the provider and the patient. This ensures that there are no miscommunications regarding the test or lab.

Medical Paperwork/Records and Fees

Please be aware that we require a minimum of **7 business days** in order to complete any paperwork.

We require **7 business days** to complete request for medical records. If your medical records

are greater than 30 pages there will be a charge of \$20 to be paid prior to records being printed.

Questions/Complaints/Grievances

All staff at Gyn Specialists of Reno are dedicated to the delivery of quality care and patient satisfaction. However, we recognize that concerns may arise so at any point you may contact the Practice Manager to discuss any concerns. You also have the right to notify any state or federal regulatory agencies governing healthcare organizations.

Termination

As a patient, our physicians have an ethical and legal obligation to provide medical services. There are occasionally instances when we will no longer be able to provide these services to you. Our medical practice reserves the right to terminate the physician- patient relationship. The steps involved in such a termination will include: notification, a brief explanation of the reason(s) for termination, availability for the patient to continue to receive medical care and services for 30 days following notification, recommendations for finding another physician in the area, and an offer to transfer medical records to a newly-designated physician upon signed patient authorization to do so.

Acknowledgement of Receipt of Patient Policies

By initialing by each item and signing below, I acknowledge that I have read, understand and agree to the above policies.

Patient Name: _____ **D.O.B:** _____

_____ **Scheduling Appointments**

_____ **Appointment Reminder Calls**

_____ **Cancelled/Missed Appointments and Fees and Surgeries/Urodynamics/Vesy Lab**

_____ **Test Results**

_____ **Urgent After Hours Calls**

_____ **Prescription Refills**

_____ **Medical Paperwork/Records and Fees:**

\$20 for FMLA/Disability Paperwork for patient or family members per form and \$20 for Medical Record printout outs greater than 35 pages

_____ **Questions/Complaints/Grievances**

Signature

Date