



## Northwest Women's Care Practice Information

Welcome to Northwest Women's Care! We look forward to providing you with exceptional care. Let us share some information about our practice.

- We make every effort to see patients in a timely fashion. Due to the nature of obstetrics and gynecology, there may be some days that the wait time to see your provider is longer than anticipated. There are times that your provider may have to leave the office for an emergency or a delivery. In the event that your provider is out of the office or running behind, you will be notified and may wait if your schedule permits or may reschedule your appointment.
- We request you confirm or update your insurance, address, and telephone number at each visit.
- There are several insurance carriers and among an insurance carrier there can be several different insurance plans. Unfortunately, we can not know what each plan covers. Therefore, it is the patient's responsibility to know which their insurance benefits and which services are covered by their insurance plan. Please let us know if we can assist in providing diagnostic codes or further information you may need when contacting your insurance
- **REFERRALS:** Please allow 5-7 days for processing referrals and prior authorizations. If you have not heard from us within this time period, please call after 7 days.
- **MEDICATION REQUEST:** We ask that you update your desired pharmacy. If you are calling for a refill to a different pharmacy, we ask that you have the new pharmacy information readily available. Please allow 48-72 hours for refills
- **INSURANCE, FMLA, DISABILITY, AND MEDICAL RECORDS:** Please allow 7 business days for completion of forms and medical records. There will be a \$20.00 charge for completion of forms and a charge of \$20.00 for a copy of your medical records. This fee is due at the time your request is submitted.

Patient Signature: \_\_\_\_\_

Date: \_\_\_\_\_