



Giving You Our Best In Obstetrics & Gynecology

*Elite*  
WOMEN'S CARE

# Office Policies

6161 Kempsville Circle, Suite 340 • Norfolk, Virginia 23502 • (757) 395-4455 • Fax (757) 233-1792

Thank you for choosing Elite Women's Care for your OB/GYN care. We believe that the patient-physician relationship is based upon mutual trust and understanding, and that it is important for you to have a clear understanding of your rights and responsibilities. We ask that you review the following information, and if you have any questions or concerns, please ask us.

**Insurance Coverage & Payment:** Your insurance coverage is a contract between you and your insurance carrier. It is very important that you are familiar with the terms and conditions of your insurance coverage. You must present your current insurance card at every visit. If you do not have your insurance card, it may be necessary to re-schedule your appointment. Please be prepared to pay any co-insurance and deductibles that are required by your insurance carrier as well as any charges for services that you agree to have performed, that are not covered by your insurance plan. Cash, personal checks, and credit cards (VISA and MasterCard) are accepted. There will be a \$30 fee for returned checks.

**Referrals:** Some insurance plans require you to obtain a referral from your primary care physician before visiting a specialist's office. It is your responsibility to acquire this referral prior to your visit with Elite Women's Care. It is also your responsibility to keep track of the start and end dates of the referral as well as the number of visits allowed. It may be necessary to reschedule your appointment if a referral is not obtained prior to your visit. If you express a desire to be examined without having the required referral, you will be asked to sign an agreement, stating that you agree to be responsible for payment in the event that your insurance carrier denies payment for the services you received.

**Late Arrivals:** If you are late for an appointment, you may be asked to reschedule. We will do our best to work you into the schedule, however, on time patients will be seen first.

**Medical Records & Forms:** Please allow 14 business days for copying medical records. There is a prepaid copying and processing fee based upon the number of pages for the personal copy or transfer of your medical records. There is a \$10 prepaid fee to complete each single page of a medical disability form and a \$25 prepaid fee for each set of multiple page forms. We ask that you complete your section of the form prior to submission. Please allow 10 business days for completion of the forms. You will be contacted when your records are available to be picked up. Notes for missed work or school will be written subsequent to being seen in the office. Documentation in your medical record after treatment validates the necessity for your missed days.

**Prescriptions:** Prescriptions necessary to treat an acute problem require an office visit. This allows for proper assessment and documentation of the need for treatment. In the event that a prescription needs to be called in, prior to your appointment, please allow 48 hours for the prescription to be called into your pharmacy after you have provided your pharmacy telephone number and medication name. No prescriptions will be ordered after hours or on weekends. For prescriptions written on a yearly basis, such as birth control or hormone replacement therapy, your annual exam must be scheduled prior to the date that your current prescription expires.

**Office Etiquette:** We ask that patients be respectful of one another by refraining from using cell phones in the reception area and placing ringers on "silent" mode. Small children must be in the presence of their guardian at all times. To help us maintain a comfortable and clean environment, please refrain from eating or drinking in the office.

**Emergency/After Hours Call:** In the event of a life-threatening medical emergency, please call **911** immediately. After business hours and on weekends, our office telephone number, (757) 395-4455, will connect you to our answering service. We ask that you limit calls during these times to non-life threatening medical situations only. Non-emergent questions will be answered during business hours.