



112 Perkins Drive, Ste 400 \* Chapel Hill, NC 27514

Phone: (919) 960-2720 \* Fax: (919) 371-2334

### **Practice Policies**

**Medical care provided:** We see women who are age 25 and over. We offer comprehensive office-based gynecological care. This includes evaluation and management of gynecologic issues, in addition to women's wellness and preventive care visits. Dr. Clark also provides care for menopausal and perimenopausal women and hormone consultations. Dr. Clark does not provide prenatal care.

**Appointments:** Our office hours are Monday through Friday 8:30 AM until 5:00 PM, with appointments available Monday through Thursday 8:30 AM until 5:00 PM and Friday 8:30 AM until 11:30 AM. Please call 919-960-2720 to schedule an appointment. When scheduling, please let the staff know the general reason for your visit (i.e., annual wellness exam vs problem visit).

**New patients:** If you are a new patient, please bring your insurance card and photo ID to your office visit. Please complete your new patient paperwork, which can be found on the Chapel Hill Gynecology website, prior to your arrival. New patient gynecology visits can be scheduled either for an annual wellness examination **OR** a problem visit, but both needs cannot be met in the same office visit. If you have gynecologic problems that need to be addressed, a wellness visit will be scheduled for a later date.

**Established patients:** For annual visits, please complete the annual update form, which can be found on our website, prior to your office visit. If you are scheduled for an annual preventive visit, but also have a new medical problem or issue to address during that visit, Chapel Hill Gynecology will be required to charge your insurance for both the preventive visit as well as a problem visit because these are two separate services. Some insurance companies may apply a copay to both services. In this case, you are responsible for paying both copays at the time of service.

**Cancellations/No-shows:** We will contact by email \*\*\*\*\* 48-72 hours in advance of your appointment. Please contact our office at least 24 hours in advance if you are unable to keep your appointment. A late cancellation of less than 1 business day in advance of your appointment or failure to keep your scheduled appointment will be subject to the following charges: \$50 for a follow-up or acute visit, and \$100 for an annual or new patient visit. Three no-shows will result in dismissal from the practice.

**Late arrivals:** Please arrive at least 15 minutes prior to your appointment time. Our goal is to stay on schedule and for Dr. Clark to see each patient at the time of her appointment. Late arrivals inconvenience other patients by causing a delay in their appointments. If you arrive more than 10 minutes late to your appointment, you will be asked to reschedule to a different date or time.

**Insurance/Billing/payment:** Chapel Hill Gynecology is in network with Blue Cross Blue Shield. Please contact Blue Cross Blue Shield prior to your visit to determine required deductibles and copayments. If

you have an insurance plan that is not accepted at our practice, you will be required to pay in full at the time of the visit.

Payment of co-pays and deductibles are expected at the time of service. We accept cash, check, Visa, Master Card, American Express, and Discover. Please note that there is a \$35 fee for any returned check. Any unpaid balances must be paid prior to your next office visit. If you are unable to make a payment or establish a payment plan, you may be asked to reschedule your appointment.

For billing questions, please call 919-960-2720.

**Clinical phone calls:** For urgent concerns or new symptoms, please schedule an appointment with Dr. Clark. She is unable to diagnose your condition over the phone. For non-urgent questions, you may call and speak with Holly Botts, Dr. Clark's medical assistant. While we will do our best to answer your phone calls in person during business hours between 8:00 a.m. and 5:00 p.m., it may be necessary for you to leave a voicemail message. Messages left before 3:00 p.m. for Dr. Clark or Holly Botts will be returned by the end of the business day. Messages left after 3:00 p.m. will be returned by noon on the following business day. Please be advised that patients being seen in the office for appointments will take priority over non-urgent clinical questions by phone.

**Patient portal messages:** We strongly encourage all patients to register for and use the patient portal. Dr. Clark will communicate with you about your test results via the portal. You may also send messages to the Dr. Clark or Holly via the patient portal. Since the portal is a part of the electronic medical record system, using it for communication assures that all of your important medical information is documented in your record. Messages sent via the portal should only be **brief** non-urgent questions or requests. Please be aware that scheduled patients have priority during office hours. Urgent questions or requests should be made by phone or at an office visit. **Complicated questions or concerns should be addressed at an office visit rather than through the portal.** Patients sending messages via the patient portal that are not appropriate for an electronic or telephone response will be asked to schedule an appointment with a provider. Messages sent on the patient portal will receive a response within 2 business days.

**Emergencies/After-hours calls:** If you have a life-threatening emergency, please call 911 or go to your closest emergency room. For urgent, but non life-threatening gynecologic needs after hours, please call 919-960-2720. You will be able to leave a voicemail for Dr. Clark.. Please leave your name, date of birth, phone number, and nature of your concern. Please repeat your name and phone number twice. Most often, Dr. Clark will be able to call you back within 30 minutes. If you have not heard back by that time, please call and leave another message. Please note that Dr. Clark will be immediately paged for all voicemails left. **\*\*Please DO NOT not leave any non-urgent questions or prescription refill requests on the after-hours voicemail.\*\***

**Prescription refills:** Please check your prescriptions prior to your appointment, and request any needed refills during your appointment. For refills of your prescriptions that are needed between appointments, please contact your pharmacy to have them send a refill request to Dr. Clark. Please allow 2 business days for refills of routine medications. Refills of any controlled substance will require an appointment with Dr. Clark. If Dr. Clark has never prescribed a requested medication for you before, an office visit will be required before that medication can be prescribed.

**Prior authorizations:** Medications and imaging studies often require prior authorization with your insurance company. If a medication requires a prior authorization, please ask your pharmacy or your pharmacy insurance provider to fax the appropriate prior authorization form to our office. The prior

authorization process for medications involves several steps, as does prior authorization for imaging studies. Either of these can take several days. Please allow up to 10 days for these processes to be completed. **\*\*If you need a medication that requires prior authorization sooner than 10 days, you may need to pay out of pocket for the initial prescription.\*\***

**Laboratory work:** Chapel Hill Gynecology is in network with LabCorp. If lab work is needed, you will be given a printed order that you can use at your closest LabCorp location. You will receive the results of your lab tests through the patient portal within 2 weeks from the time the specimens were submitted. Results that are significantly abnormal will be communicated by telephone call, and may also require a follow-up visit for a detailed discussion and care management.

Please note that evaluation of hormonal issues is a complex process, and requires discussion of specific symptoms and problems in addition to a detailed medical history. For this reason, hormone levels will **only** be drawn following an office visit after thorough discussion of symptoms. A follow-up visit will be required approximately 2 weeks later in order to discuss results and any implications for treatment. If compounded hormone therapy is used, office visits with lab work will be required every 6 months.

**Completion of forms:** Dr. Clark will be happy to complete needed school or employment forms that are appropriate for a gynecologist to provide. Please allow 7 days for the completion of these forms. If you have not had a visit with Dr. Clark in the last year, you will require an appointment for completion of the form. If immunization history is required for your form, please bring in all relevant vaccine records with your form.

**Medical records:** Chapel Hill Gynecology respects your right to privacy and follows HIPAA guidelines. All of your care and medical records are strictly confidential. If you would like to have your medical records released, you will need to complete a medical records request form, available on the Chapel Hill Gynecology website. Please allow 7 days for processing the request. There is a minimum fee of \$10 for copying, faxing and mailing your medical records; sending a lengthy medical record will incur an additional cost of \$0.75/page for first 25 pages, \$0.50/page for pages 26-100, and \$0.25/page for pages over 100 (per North Carolina General Statutes 90-411).