

**COMPREHENSIVE WOMEN'S HEALTH
CODE OF CONDUCT AND PATIENT BILL OF RIGHTS**

1. Upon entering the office for an appointment, please sign in. Please be prepared to show both your state-issued identification and insurance card at every visit. All insurance benefits will be verified at every visit.
2. Your insurance plan may include a deductible. If applicable, we will collect a portion of this for each visit.
3. All co-payments and balances are due in the form of cash or credit card before every visit.
4. If you are more than 10 minutes late for your appointment, your time slot is no longer guaranteed. We will make every effort to reschedule your appointment for a more convenient time or for another available slot later the same day.
5. If you miss an appointment or do not provide at least 24 hours notice of cancellation, we will charge a \$35.00 "no-show" fee.
6. Due to the unpredictable nature of our schedules and the complexity of our patients' problems, on occasion, you may have to wait to be seen. Please understand that we strive to give quality time to all our patients and will provide that same care and attention to you.
7. All vital signs will be taken at every visit, regardless of the type of appointment. This includes weight, blood pressure, pulse oximetry, temperature, heart rate, and respirations.
8. All lab and test results will be relayed to you within a maximum of two weeks. If you have not heard from us within that time, please call the office.
9. Occasionally, we will call you regarding an abnormal test or lab result and have you schedule an appointment. We do this to devote adequate time to discuss your results and ensure your complete understanding.
10. If you call and leave a message for the physician or one of the PAs:
 - a. Please leave a detailed message. This ensures that your message is answered in the timeliest of manners. Your message will be returned within 24 hours.
11. If you need a prescription refilled, please do not wait until you are out of the medication. Please allow for 72 hours (3 business days) for your prescription to be refilled. We will NOT refill a controlled substance over the phone.
12. If you are sick, we will always advise that you come in to be seen by one of the providers. We will not call in antibiotics without seeing you first.
13. When the office is closed, we will always have a provider on call. You may reach this provider by calling the main number to the office and following the prompts to reach the on-call physician/PA.
 - a. This service is reserved for urgent medical issues only.
 - b. Do not call for a medical emergency. Please dial 911.
 - c. Please DO NOT call for prescription refills, referrals, lab results, or appointments. These will not be addressed over weekends or holidays.
14. If you have a billing concern, please contact our Billing Manager, Mary Dullnig, at our main number. Although she works off-site, she will return your call within 48 hours.
15. If at any time you feel as if your concerns are not being addressed in a timely manner, please contact Lakiesha Nobles, our office manager, at the main number.
16. Our office charges a \$50 returned check fee if your check is returned by the bank for any reason. Should it be necessary to forward your patient responsibility balance to an outside collection agency, there will be a fee of 33% of the outstanding balance.

I certify that I have been notified of all policies and procedures for Comprehensive Women's Health as detailed above.

Signature

Date