

Dear Patient,

Welcome to Women's Healthcare of Princeton! We are so glad that you have chosen us as your health care provider. Our goal is to provide state of the art care in a confidential and compassionate environment. The following information about our practice policies will help us to establish a positive ongoing professional relationship.

Appointments

We will do our best to provide you with an appointment date and time that fits in with your schedule. For your convenience, we start at 7:45 am and offer select evening and Saturday appointments. Please bring your current insurance card with you and let our staff know if you have had any information changes since your last appointment. Please arrive 15 minutes early for your appointment so that you can document your medical history using our iPad. There are no paper forms to download or complete in advance.

We respect your time and we strive to stay on time; however, from time to time, a patient emergency arises and we may be running late for your visit. We will keep you informed of how long of a delay you may experience. You will have the option to re-schedule, to be seen by another provider, or to wait for your scheduled provider.

We understand that appointments sometimes need to be changed, so we ask that you call the office at least 24 hours in advance if you cannot keep your scheduled appointment. Appointments canceled with less than 24 hours' notice or failure to show up for a scheduled appointment will result in a cancellation charge of \$50.

Financial

All co-pays and past due balances are expected at time of service unless a prior agreement has been made with our billing staff. Annual preventive visits ("well woman") do not require a copay under current health care law. Visits which address a particular problem, such as infection, pain, abnormal periods, or urinary issues, do require a copay. If your visit included discussion and/or treatment of a newly diagnosed or previously diagnosed condition, you will be asked to pay a copay when you check out.

After Hours Access

One of our physicians is on call for the practice every night. You may send an urgent message to a physician by calling the main office number after hours. The physician will respond to your message via phone call or text. Please do not cancel or reschedule appointments by calling the answering service after hours as these messages are not received in a timely fashion. The afterhours answering service is only for urgent patient care issues which cannot wait until morning. It is not for prescription issues, including refills or renewals.

Prescriptions

Please follow the guidelines below when requesting medications:

1. If you are on a birth control pill that requires refills, you will be given ample refills for 30 or 90 days at a time during your office visit.

- a. When you are down to a 30 day supply of medication, we ask that you call the office to request a refill or send a message through your Patient Portal. Please allow 72 hours for a refill request to be fulfilled. We cannot guarantee same day refills.
2. We will not refill a medication if we have not seen you for over a year. You will be asked to schedule a visit in order to continue receiving refills.
3. If you are experiencing UTI symptoms, you may be asked to come in to give a urine sample before a medication is prescribed.
4. Some pain medications (narcotics) cannot be refilled over the phone. They require a visit and/or a written prescription.

Patient Portal

Please sign up for your Patient Portal account. Your normal test results will be posted to your Portal and you can access them at your convenience without having to call the office. If your results are abnormal, you will receive a call from a clinical staff member. You can also view statements, request appointments and refills, and communicate confidentially with your provider by sending a portal message.

Women's Healthcare of Princeton's physicians are on the medical staff of University Medical Center of Princeton (an affiliate of University of Pennsylvania "Penn" Medical System), and St. Peter's University Hospital.

Welcome to our practice and thank you for choosing Women's Healthcare of Princeton for your gynecological care.

Sincerely,

Maria Sophocles, MD, FACOG
Shyama Mathews, MD, FACOG

Renata Estes, APN-BC, WHNP
Jeanne Waldman, CNM