

**PLEASE DO NOT
WEAR:**

PERFUMES, COLOGNES,
BODY SPRAYS OR SCENTED
LOTIONS WHEN YOU COME FOR
YOUR APPOINTMENT

IF YOU DO, **YOU WILL NOT BE
SEEN** BY THE DOCTOR AND
YOU WILL HAVE TO
RESCHEDULE

THANK YOU

Village Gynecology, M.D., P.A.
1503 Buenos Aires Blvd, Suite #181 (Bldg#180)
The Villages, FL 32159
(352)259-5740

We would like to take this opportunity to familiarize you with our **office policies and new patient forms**, which are designed to make it easier to provide you with comprehensive and personalized care.

Practice Hours:

Monday – Thursday 8:30am to 4:00pm

Friday: 8:30am- 12 noon

OFFICE POLICIES

Scheduling Appointments: We would appreciate patients to call as far in advance as possible to schedule appointments. When making appointments please be specific regarding your medical concerns in order to schedule an appropriate amount of time. Routine annual visits are scheduled for 15minutes, new patients for 30minutes, and patients with additional medical problems will be scheduled accordingly.

Annual Update: Every January, on your first visit during the year, you will be asked to complete a New Patient Information Sheet. You will not be seen until this is completed. This is to comply with insurance chart auditing policies.

Referral Responsibility: If you are given a referral, it is your responsibility to verify that you have insurance coverage at that facility.

During Your Appointment: Please arrive 30 minutes prior to your scheduled appointment time for paperwork. To best use appointment time efficiently, please have a clear idea of the purpose of your visit and convey your most important concerns to the nurse during screening. Also remember to bring a list of all your medications, including over the counter and herbal medications. It is part of our office policy **not to allow** any recording devices and/or video devices to be used by patients/family/friends in the office at any time for any purpose.

Canceling Appointments: If it is necessary to cancel or reschedule your appointment, we require that you call by 10:00 AM two (2) working days in advance. Appointments are in high demand, and your early cancellation will give another person the possibility to have access to timely medical care. Any appointment not cancelled by 10:00 AM two (2) working days in advance will be charged a no show/cancellation fee under the Cancellation Policy on page 7. Please review and sign the Cancellation Policy.

Prescription Refills: **Prescription refills will not be filled on Fridays or weekends.** If you need a prescription refill, please call Monday- Thursday during normal office hours only. We request you call and leave a message with Triage (Medical Asst), Ext 12, one to two weeks prior to running out of your medication (21 days if ordering by mail). She will need your name, pharmacy's name and phone number, name of medication and dosage. If you call after office hours, the **on-call physician does not refill prescriptions.** Remember you must be seen on a routine basis in order to receive prescription refills.

Emergencies: If you have a gynecological emergency, call 911 for immediate response or go directly to the emergency room. Our doctors are affiliated with The Villages Regional Hospital. If you are seen in this emergency room, identify our doctors as your Gynecologist and our doctor on call will be notified.

After-Hour Phone Calls: There will be a \$25 charge for each after hour phone call that is non-urgent as determined by the Doctor on call. Examples of urgent calls are as follows: Heavy bleeding greater than one pad per hour, severe pain, or an active infection. No claim will be filed you will be charged for these calls.

Fees and Payments: We are currently accepting the following insurances: Medicare, Railroad Medicare, CCN Network, Blue Cross/Blue Shield, Cigna, United Healthcare, First Health, and United Benefits. We are adding additional insurances on a daily basis. Please ask us for an update when you call to make your appointment. We accept cash, check and credit cards for co-payments. **All Patients with deductibles will be responsible for their payment at the time of service if the deductible has not been met.**

Completion of Form Fee: There is a \$10.00 fee, payable in advance, to complete disability forms, FMLA forms and other miscellaneous forms. Most disability forms are not completed until after the surgery has been performed.

New Patient Consent to the Use and Disclosure of Health Information

For Treatment, Payment, or Healthcare Operations

I, _____ understand that as part of my healthcare, Village Gynecology originates and maintains paper and/or electronic records describing my health history, symptoms, examination and test results, diagnosis, treatment, and any plans for future care or treatment. I understand that this information serves as:

- A basis for planning my care and treatment,
- A means of communication among the many health professionals who contribute to my care,
- A source of information for applying my diagnosis and, surgical information to my bill,
- A means by which a third-party payer can verify that services billed were actually provided, and
- A tool for routine healthcare operations such as assessing quality and reviewing the competence of healthcare professionals

I understand and have been provided with a *Notice of Information Practices* that provides a more complete description of information uses and disclosures. I understand that I have the following rights and privileges:

- The right to review the notice prior to signing this consent,
- The right to object to the use of my health information for directory purposes, and
- The right to request restrictions as to how my health information may be used or disclosed to carry out treatment, payment, or health care operations.

I understand that Village Gynecology is not required to agree to the restrictions requested. I understand that I may revoke this consent in writing, except to the extent that the organization has already taken action in reliance thereon. I also understand that by refusing to sign this consent, this organization may refuse to treat me as permitted by Section 164.506 of the Code of Federal Regulations.

I further understand that Village Gynecology reserves the right to change their notice and practices and prior to implementation, in accordance with Section 164.520 of the Code of Federal Regulations. Should Village Gynecology change their notice, they will send a copy of any revised notice to the address I've provided (whether US Mail or, if I agree, email).

I wish to have the following restrictions to the use or disclosure of my health information:

I understand that as part of this organizations treatment, payment, or healthcare operations, it may become necessary to disclose my protected health information to another entity, and I consent to such disclosure for these permitted uses, including disclosures via fax.

I fully understand and **accept /decline** the terms of this consent.

Patient's Signature _____ **Date** _____

Village Gynecology, MD, PA
1503 Buenos Aires Blvd, Suite # 181 (Bldg #180)
The Villages, FL 32159

Patient's Name _____

Address _____

City _____ **State** _____ **Zip Code** _____

Home Phone _____ **Work Phone** _____ **Date of Birth** _____

SSN _____ **Marital Status** _____ **Family Doctor** _____

Spouse's Name _____ **Spouse Date of Birth** _____ **Spouse SSN** _____

If your insurance is in your spouses name, even if they are deceased we still need the information on them.

Pharmacy phone number _____

Employer Address _____

I agree to allow my Insurance Co. to pay Village Gynecology directly. Initial: _____ Date: _____

I authorize the release of information for payment. Initial: _____ Date: _____

I accept full responsibility for all non-paid fees. Initial: _____ Date: _____

Insurance Information: Please present your insurance cards to the receptionist for processing.

How did you learn about Village Gynecology? _____

Village Gynecology, MD, PA

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The Villages, FL 32159

Tel # (352)259-5740 Fax # (352)259-5745

WELCOME to our office. We consider it a privilege to have this opportunity to serve you. As of February, 2008, we have made a change in our financial policy. We would like to take this time to help you understand our policy.

For patients who need major treatment or procedures, a payment plan can be arranged. Our Business Office Manager will be happy to assist you. Financial arrangements must be made before treatment begins.

For insurance plans that we are providers for and that we bill, please provide us with your insurance card(s) for copying. After confirmation of your insurance coverage, you will be expected to meet your deductible and pay your percentage. For any amount not covered by your insurance company, you will be billed from this office.

For an insurance company that we are not providers for, we will gladly, as a courtesy to you, do the paper work. (not the billing) After confirmation of your coverage you are requested to pay the amount that is not covered by your insurance company. Please provide us with your insurance card(s) for copying.

If payment is not received from your insurance company within thirty days from the filing date of any insurance claim, the balance will become your responsibility.

There will be a \$25.00 service charge for any returned checks. This is above the amount of the check and must be paid by cash, money order or cashier check.

We feel that a firm understanding of the financial involvement is essential for medical benefits before beginning treatment in order to maintain a favorable environment and to assist you, the patient to plan accordingly.

Payment will be expected at the time of service. We thank you for your cooperation.

(Patient or Guardian Signature)

(Date)

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It *is* in your best interest to take you medications on a regular basis.

To ensure continuity and avoid lapses in your medication intake,
kindly

Call our Triage (Medical Assist.) Ext. 12
7-14 days (21 if ordering by mail)
before you run out of medication.

Prescription request will ONLY be taken
MONDAY-THURSDAY DURING REGULAR OFFICE
HOURS
REFILLS WILL NOT BE ACCEPTED ON FRIDAYS OR
WEEKENDS by the Doctor on Call!!!!

Please allow 48 to 72 hours turn around time on refill requests.

Patient Copy

Appointment Cancellation Policy

Our goal is to provide quality medical care in a timely manner. In order to do so we have had to implement an appointment/cancellation policy. The policy enables us to better utilize available appointments for our patients in need of medical care. Failure to keep or to arrive on time for scheduled appointments jeopardizes the ability of our office to provide you and our other patients the appropriate care. In order to be respectful of the medical needs of the community, please be courteous and call the office promptly if you are unable to attend an appointment. This time will be reallocated to someone who is in need of treatment. It is our goal to contact each patient to confirm their appointments. We do this as a courtesy to the patient. **Our inability to contact you does not relieve you of your responsibility to keep scheduled appointments.** If it is necessary to cancel or reschedule your appointment, we require that you call by 10:00 AM two (2) working days in advance. Appointments are in high demand, and your early cancellation will give another person the possibility to have access to timely medical care.

1. If you cancel or change your appointment by 10:00 AM two (2) working days in advance there is no charge.
2. Any appointment to see your provider that is not cancelled by 10:00 am (2) working days in advance will result in a \$50 charge billed to your patient account. Any appointment for Urodynamics, Biofeedback or Ultrasound that is not cancelled by 10:00 AM two (2) working days in advance will result in a \$100 charge billed to your account. **This fee is not covered by insurance carriers or Medicare and will be your responsibility to pay before your next visit.**

Our aim here is to open otherwise unused appointments for our patients, not to collect missed appointment fees. It is unfortunate that we must create this policy, but we want our patients to understand that late cancellations and no-shows are not taken lightly. Please be respectful of our staff and other patient's time. Patients should be aware of the costs associated with using a limited resource like healthcare and try to use medical resources judiciously. Patients who continue to not show up for appointments or cancel at the last minute are indicating that they are choosing not to respectfully utilize our services.

Signature

Date

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VILLAGE GYNECOLOGY, MD.,PA, welcomes the opportunity to provide healthcare to our patients. To properly code today's visit, please check what best describes the purpose of your visit today.

Please check ONLY ONE of the following below:

_____ Here today for my Annual Routine Gyn Exam
(pelvic & breast exam and pap) with no problem
or complaint.

_____ Here today for a problem visit, or other

Commercial insurance carriers no longer allow annual routine preventative gynecological exams **and** problem or follow up visits to be done on the same date of service. If your problem needs to be treated immediately, your yearly exam will be rescheduled. This does not include Medicare patients.

If I elect to receive both preventative/routine/annual services and problem-oriented services that require medical management today, **I agree to accept financial responsibility for either of these services if they are not covered by my insurance.**

Print Name: _____ Date: _____

Patient Signature: _____

Name: _____ Date: _____

Pelvic Support Survey

Bladder Symptoms:

1. Y___, N___, I have leaking accidents with my bladder.
2. My accidents happen: **(Circle)** Daily, Several times a week, or Rarely
3. These symptoms began how many years ago? **(Circle)** 0-1, 2, 3, 4, 5-10, >10
4. Y___, N___, I wear pads every day?
5. Y___, N___, I tried Kegels and/or pelvic exercises? Did it help? Y___, N___
6. I have tried these medications for my leakage: **(Circle)** Detrol, Ditropan, Enablex, Oxytrol patch, Sanctura, Vesicare, none. Did they help? **(Circle)** A lot, A little, Didn't help.
7. List any current medication you take for your bladder control: _____
8. Y___, N___ I have had bladder surgery. Year: _____, Type of surgery: _____

Stress UI

1. Y___, N___, I leak when I cough or sneeze, lift, jump or laugh?

Urge UI

1. Y___, N___, I sometimes leak on my way to the bathroom?
2. Y___, N___, Once I start leaking I can't stop it and a lot comes out.

Urgency/ Frequency/ OAB

1. Y___, N___, I often get that sudden "GOT TO GO" sensation.
2. I usually void every: **(Circle)** 30 minutes, hourly, 2 hours, 3-4 hours
3. Y___, N___, Running water or a cold blast of air triggers my urge to go.

Incomplete Emptying (Overflow incontinence neurogenic bladder)

1. Y___, N___, When I finish voiding and stand up more urine leaks out.
2. Y___, N___, I have a weak stream and it takes a long time to void?
3. Y___, N___, I have to bear down hard to get the urine to come out.
4. Y___, N___, I use my finger or hand to press against my bladder to go.

Nocturia

1. Number of times I get out of bed at night to void: **(Circle)** 1, 2, 3, 4, 5, 6, 7, 8, 9, 10

Enuresis

1. I wake up wet. **(Circle)** Every night, weekly, rarely, never

Prolapse:

1. Y___, N___, When I stand I feel fullness in my vagina.
2. Y___, N___, I can feel or see a bulge coming out of my vagina.
3. Y___, N___, I have worn a pessary to hold things up. Do you wear one now? Y___, N___
4. Y___, N___, I have had a prolapse surgery. Year: _____, Type of surgery: _____

Anal Incontinence:

1. Y___, N___, I often can't control gas from coming out.
2. Y___, N___, Sometimes I find stool in my underwear unexpectedly.
3. Y___, N___, Sometimes I get the urge to have a bowel movement and can't stop it. **(UAI)**
4. My accidents with stool happen: **(Circle)** Daily, Weekly, Rarely

Constipation:

1. Y___, N___, I have to strain to have a bowel movement.
2. Y___, N___, I feel that the stools sits just below my vagina and won't come out.
3. Y___, N___, I press my hand against my bottom or vagina to get the BM to come out?
4. List any medications or remedies you use for this problem? List: _____