Office Policies

We are glad that you want to become a patient at Caring for Women. New patients are always welcome here. Everyone at Caring for Women is committed to making your visits pleasant and stress-free. You can count on our friendly staff to always provide the highest standard of care.

**Financial Information**

1. Co-pays, co-insurances and deductibles are due at the time services are rendered. We accept credit cards, cash and checks. If you are unable to pay your patient responsibility then your appointment will be rescheduled to our next available appointment.
2. There is a $25.00 charge to fill out and mail disability forms and a $10.00 charge to copy medical records for your personal use. Any records that will be forwarded to another physician for continuation of care will be sent to the new/additional physician’s office at no charge. \*\*All form completion requires a 48 hour window from the time delivered to our office.
3. **Cash Patients:** All cash paying patients are gladly accepted and payment in full is due with every appointment. \*\*Your payment only covers services rendered by Dr. Rekuc and do not include any lab fees or imaging if required. You will receive a separate invoice for those services from the lab or imaging center.

**Appointments**

1. Expect to be at our office for at least 2 hours for your appointment. Dr. Rekuc takes time to answer all questions. We try to keep to our schedule as close as possible but due to the nature of our specialty, there are times we do run behind. Our staff will inform you upon arrival if Dr. Rekuc is running behind schedule. Also, babies come when babies want to and do not always adhere to Dr. Rekuc’s office hours. Please understand Dr. Rekuc may have to leave the office for deliveries.
2. Any patient arriving more than 15 minutes late for their appointment will be rescheduled to our next available appointment.

**Test Results/Pharmacy Refills/Referrals/Messages**

1. **Pharmacy Refills:** *Please do not wait until the last minute to request refills as we have a 48 hour window to complete refill requests.*  If you need a refill check with your pharmacy first as you may have refills on file. If you do not, ask your pharmacy to contact us for a refill. They will fax us the request. No refills will be given for medication prescribed by another physician. ***No refills will be given to patients that have not been seen within a year***. Refills for mail order prescriptions should be called to our office and a written prescription will be prepared within 48 hours. We do not mail these prescriptions to patients.
2. **Test Results:** Normal results are not typically called to patients. Please allow 10 days after you have the test performed to call us for results. If your results are significant or require additional follow up our clinical staff will contact you by telephone to review. **Imaging and Biopsy Results:** These results will be called to patients. Depending on results a follow up appointment may be required.
3. **Referrals:** Please allow 10 business days for referrals to be submitted and processed. Urgent referrals are processed anywhere from 1-3 days depending on the insurance plan.
4. **Messages:** Your calls are important to us. Any messages left with our office staff will be forwarded to Dr. Rekuc. You will be asked to provide the reason for your call, your full name, date of birth and a good call back number. Dr. Rekuc will determine whether she or a trusted member of her staff returns your call depending on the nature of the request.

\*\****In compliance with HIPAA regulations no information will be released to anyone other than the patient unless there is a signed release on file specifically identifying the person information can be released to.***\*\*

**No Show/Excessive Cancellation Policy**

Caring for Women carefully schedules appointments to afford quality care for each of our patients. When you miss or change your appointment without any advance notice, the time we created for you cannot readily be given to someone else who may need it. We ask that if you must change an appointment, please give us a *minimum of 24- 48 hours advance notice*. When you do this, we may be able to schedule someone on our waiting list. Remember too, that when you postpone recommended care you jeopardize your own health. If you are having care under pre-authorization from your insurance company, please be advised that the pre-authorization often has specific time limits for allowing care to be completed. So, it helps you and us when you keep your appointments!

\*\****Three (3) appointment no call/no show will result in Dr. Rekuc discontinuing her physician-patient relationship with you and a certified letter will be sent explaining that you will need to find another physician for your care.\*\****