

Premier Women's Health, LLP
1758 Broad Park Circle South
Mansfield, Texas 76063
Office 972-780-7330 Fax 972-780-7385
Carolyn Kollar, DO, FACOOG
Magen Hutchins, WHNP

Office Hours: Monday – Thursday 8:00 am to 5:00 pm Friday - 8:00 am to 1:00 pm

Office Policies

Below you will find our office policies. Please read each one carefully. We hope this information will be helpful to you when accessing our office and making decisions about your health.

Appointments:

Office visits are by appointment only. We strive to see our patients as close to their appointment times as possible. As you know, emergencies do arise and can cause an increase in waiting time. We understand that there are times when it will be necessary for you to cancel or reschedule your appointment. In order for us to be available to as many patients as needed, we ask that you kindly provide our office with a 24-hour notice.

- **There will be a \$ 50.00 fee for a no-show appointment or a cancellation the same day of your appointment or less than 24 hours before your appointment.**
- **There will be a \$ 75.00 fee for a no-show or a cancellation the same day of a scheduled procedure or less than 24 hours before your appointment.**
- **There will be a \$ 200.00 fee for a cancellation of a surgical procedure less than 72 hours before your surgery.**

Insurance does not cover this fee. Therefore, it must be paid before your next appointment. Multiple “no shows” in any 12 month period may result in termination from our practice. Reminder calls are merely a courtesy as it is still your responsibility for remembering your appointment date and time. Thank you for your understanding and cooperation as we strive to best serve the needs of all our patients.

Telephone Calls and Medication Refills:

We ask that you make all non-emergency calls and prescription refills during our regular office hours. Calls made after 4 pm might not be returned until the next business morning. Please allow 3-5 days to process the prescription request. **Narcotics (Hydrocodone, morphine, etc.) are NOT refilled after hours or on weekends.** All prescription refill request should be done at the time of your office visit. **Any refills that are called in, faxed or lost will be subject to a \$10.00 fee.**

Referrals

Allow 5 to 7 business days to process routine referrals.

NSF/Closed Accounts

There is a \$50.00 charge for all returned checks

Patient / Insurance Payments:

Payment is expected at the time services are rendered. Payment will be accepted in the form of cash, check, Mastercard or Visa. We require that you present accurate insurance information and that you complete a registration form on the initial appointment and update your information annually or as often as the information changes. Our goal is to help you utilize your insurance benefits in every way. Please be aware that most insurance plans do not cover 100% of the services provided. Account balances exceeding 90 days will be turned over to an outside collection agency.

Medical Records / FMLA:

All medical record requests require written release of information. Please allow two weeks for the processing of all medical records. There is a **\$25.00** fee for patients that request medical records which must be paid prior to the records being copied and mailed.

There will also be a **\$35.00** fee for forms that need to be completed by your physician. Any additional forms that need to be completed by your physician after the first set of forms is completed will be **\$15.00**. This fee is the patient's responsibility and will need to be paid at the time of service. This includes Family Medical Leave, disability, medical leave, etc. Please allow two weeks for completion of all forms.

I have read and understand the office policies related to care provided by Premier Women's Health.

Patient/Guardian Signature

Date