

SANTA FE OB/GYN – Office Policy

Welcome

Welcome to Santa Fe Ob/Gyn, office of Dr. Lynore Martinez and Jennifer Stauss, CNP. We are delighted that you have chosen us to be your health care providers. Our goal is to provide the most up-to-date, cost effective and personal care available to you. This booklet is intended to provide you with information about our practice. Please keep this in an area where you can access this information for future reference.

Mission

Our mission at Santa Fe Ob/Gyn is to provide high quality, comprehensive, and cost effective health care to our patients in a caring environment. We emphasize staying well and preventing illness. We treat most of the problems that we find and work with other qualified specialists when their expertise is needed.

Office Hours and Appointments

Our office is open from 8:30 am to 4:30 pm, Monday through Friday. We are closed for lunch from 12:00 to 1:00. If you have an emergency after office hours, you should go to the emergency room or call the number given on our office phone message and it will connect you to the doctor on call. Please remember that an emergency is something that cannot wait until the next business day.

On our website, you will find forms for your medical history and demographic information. As described on those forms, please fill out this paperwork completely and either fax or mail it to our office or bring it with you to your new appointment. Please arrive 15 minutes early and don't forget your insurance card and co-pay or your appointment may need to be rescheduled.

We appreciate the value of your time, thus, we make every effort to see you as scheduled. Unfortunately, due to deliveries, or emergencies at the hospital, we will occasionally run behind. We will try to notify you as soon as we are aware of a situation that might affect your appointment time. It is very helpful if we have a current cell phone or work number to contact you if this occurs. Please notify our front desk if you have been waiting more than 15 minutes past your appointment time. If you are unable to keep your appointment, please call to cancel so we can offer your space to another patient that may be waiting for an appointment. We understand that unexpected situations occur, causing you to miss your appointment, however, we do reserve the right to charge a \$50 fee for missed appointments not cancelled 24 hours in advance.

Telephone calls

Dr Martinez, Jennifer, and our nurses want to give you their full attention when you are in our office, thus, we do not answer routine phone calls while we are seeing patients. Routine calls will be returned within 24 hours. If you have an urgent problem, please let the receptionist know so that she can route your call appropriately.

Emergency calls

There is a physician on call 24 hours a day, 7 days a week. Please limit after hours calls to urgent and emergent problems. Emergent problems are those that cannot wait until the next business day. Non-urgent calls are those that deal with routine questions, lab results or prescription refills. **NO PRESCRIPTION REFILLS WILL BE CALLED IN AFTER OFFICE HOURS.** Please call our office early in the day if you have a problem. Calls late in the day will have to be referred to the emergency room. **WE DO NOT ACCEPT WALK IN APPOINTMENTS.** Please call to speak with a nurse so that she can arrange for you to come to the office at a time when you will be seen quickly. We do keep daily appointment times reserved for urgent problems.

Pap Smear

If you have made an appt. for an annual exam or for a pap smear, we ask that you do not use tampons, douche, use vaginal creams or suppositories, or have intercourse 48 hours prior to your pap smear. This ensures that we can collect the best possible sample. We do not do pap smears if you are bleeding heavily as this affects the quality of the sample

Prescription Refills

Due to the high volume of phone calls to our office, we now request that you call your pharmacy to fax us a refill request. We have found that this significantly reduces our call volume so that we can address urgent problems more effectively. Please be aware that your refill request requires that we refer to your medical record and may take up to 48 hours. Please anticipate your refill needs and call several days in advance. If you are requesting a new medication prescription, please make an appointment so that you can discuss this with Dr. Martinez or Jennifer as new medications may have interactions or side effects that you need to be aware of.

Minors

We are unable to see patients under the age of 18 without the consent of a parent. The information contained in the medical record is confidential and will not be given to parents without patient consent.

Medical Records

The office keeps a record of all your information. This is a confidential record. No information in that record will be released to anyone without your written permission. This protects you as well as our practice. If you need your record, reports contained in your record, information for your files or for your record to be sent elsewhere, you must sign a medical release.

Medical Form Completion

We receive many forms from patients requiring information and signatures from our office. We have an instruction sheet for pregnant patients requiring family medical leave forms. Please bring the completed form in for signature. If you would like for us to fill out the form for you, there will be a \$20 charge. Allow one week for form completion. Be aware that disability forms will be filled out only if your doctor has limited your work capacity due to a medical problem. We will provide you with a work release when we can document your illness, injury and recovery. We cannot provide forms attesting to matters in which we were not involved.

Financial Policy

Payment is expected at the time services are rendered. We will help you file insurance for covered services if we are contracted with your insurance carrier. It is your responsibility to call your insurance company to make sure that we are an in network provider. Co-pays for managed care plans are due at the time you are seen. For your convenience, we accept cash, checks, and most major credit cards. If we are not contracted with your insurance company, you will be responsible for payment at your visit. We will be happy to provide you with the "super-bill" that we use so you can file with your insurance company. For patients with limited incomes and special needs, we are happy to arrange for a manageable payment plan. Please see our office manager prior to your appointment date to make these arrangements.

Children's policy

Santa Fe OB/GYN's children's policy has been developed for the safety of your children, as well as to provide optimal care for you. We strongly recommend that you try to schedule your appointments when you have child care or have another adult to watch your children in the waiting room so that we can address your medical issues without distraction. A children's play area is available in our waiting area. Children must have adult supervision at all times. We ask that you do not bring children into the exam area unless they are young enough to be in an infant carrier. Please do not allow your children to open drawers or trash containers in the exam rooms as equipment is expensive and biohazard is dangerous.

Referrals

We are not considered primary care physicians by many insurance companies. This means that if you are coming to see us for anything other than your routine annual exam, you may need a referral from your primary care physician. It is your responsibility to check with your insurance company to see if you need a referral. If your appointment requires a referral and you do not bring it with you to our office, you will be responsible for payment for your office visit or you will have the option of rescheduling. It is your responsibility to either bring your referral with you or verify that our office has received the referral from your primary care physician.

Miscellaneous

No food or drink is allowed in our office. This policy will help maintain our waiting areas and exam rooms for the many years we hope you will be coming to see us.