



Practice Policies and Procedures

Thank you for choosing Comprehensive Women's Health for your primary care needs. We are a proud NCQA recognized practice. Below you will find a detailed description of our policies and procedures to help you navigate your visit and primary care experience. You can reach our office at 301-754-2222.

Montgomery County

10313 Georgia Avenue, Suite 307
Silver Spring, MD 20902

Prince George's County

12150 Annapolis Road, Suite 309
Glenn Dale, MD 20769

Appointment Types

1. Annual Well-Exam / Physical

We encourage all patients to schedule a complete annual exam at a time when they are physically well. The primary goal of the **annual well exam** (or physical) is to focus on preventive health care and to discuss measures to ensure your continued wellness. If you are sick or have health problems please wait to schedule your physical. We may ask you to schedule a follow-up visit at a later date to discuss abnormal results of tests ordered during your exam. We will address these issues during a separate office visit so we have the time to focus on each individual problem. If other issues arise during your physical, your insurance will be charged an additional fee and you may be responsible for another co-pay.

2. Follow-Up Visit

A follow-up visit is intended for managing chronic conditions and for the discussion of abnormal test results. We recommend regular medical care for the management of chronic conditions such as hypertension, diabetes, high cholesterol, thyroid disease, asthma, and ADHD. Generally, these conditions require careful monitoring and follow-up visits **every 3-6 months**. We will use these visits to assess your progress, order and evaluate any tests, and change or refill your medications. Care for chronic medical conditions should be addressed outside of the annual physical.

3. Urgent / Sick Visit

An urgent visit is for an acute or new concern. During these visits, we will fully address your acute problem, order necessary tests, and establish a treatment plan. We may ask that you schedule a follow-up visit at a later date to be sure you have fully recovered and/or to discuss any test results.

Check-In Process

Upon entering the office for an appointment, please sign in. Please be prepared to show both your state-issued photo identification and insurance card at every visit.

Co-Pays, Deductibles and Payments

A co-pay is the amount of money that is paid to our office by the patient as agreed upon by your insurance. We are unable to waive this payment, as it violates the contract, we signed with your insurance company and is solely the patient's responsibility. Your co-pay is due for any visit in which you see a physician or physician assistant. A deductible is a specific amount charged to the patient by their insurance company. This amount must be paid before the insurance company will pay a claim. It is CWH policy to collect any co-payments, co-insurances and/or deductibles at the time of each visit. We accept cash and all major credit cards.

We expect payment of all past-due balances prior to being seen by the providers. If you are unable to pay your balance in full, please contact our office prior to your appointment. If a balance is unpaid after 90 days you may be asked to reschedule your appointment to a later date – and your account may be at risk of being sent to a collection's agency.

We require all workers compensation and automobile accident claims to be paid up front by the patient. We are happy to facilitate helping our patients get reimbursed for these services; however, we must receive payments for these services at the time of service.

Lateness and Missed Appointments

As a courtesy we will call and confirm your appointment 1-2 days prior to your appointment time. However, we expect our patients to take responsibility for their appointments. If you are more than 15 minutes late for your appointment, your time slot is no longer guaranteed. We will make every effort to reschedule your appointment for another available slot later the same day. **If you miss an appointment or have not provided at least 24 hours notice of cancellation, you will be charged a \$100.00 "no-show" fee.**

Wait Time

We respect all of our patients' time and strive every day to run on time for each appointment. Due to the unpredictable nature of our appointments and the complexity of our patients' problems, you may, on occasion, have to wait to be seen. Please understand that we strive to give quality service to all our patients and will provide that same care and attention to you. If a patient arrives after you but is taken to an exam room before you, this most likely means that they are seeing a different provider.

Vital Signs

All vital signs will be taken at every visit, other than for a simple blood draw. Vital sign measurements include weight, blood pressure, pulse oximetry, heart rate, temperature, and respirations. We are required as a Patient-Centered Medical Home and NCQA Recognized Practice to obtain all of these vital signs with each visit. Please make us aware if you prefer that we simply record the numbers and not divulge this information to you.

Lab and Test Results

All lab and test results will be relayed to you within a maximum of two weeks. If you have not heard from us via phone or e-message within this timeframe please call the office.

You can also gain access to a variety of report results via your enabled patient portal. These include any laboratory tests that have been ordered and reviewed by your provider. Any result that was faxed to the practice will not be accessible on the portal, i.e. a mammogram report. Tests that were ordered by other physicians and providers that are not part of our practice will not be visible on the portal, but still remain a part of your health record.

If your results are abnormal and we need to discuss them further with you, the providers will request that you make an appointment. The providers see patients throughout the day and the best way to ensure that you have adequate time to discuss abnormalities and subsequent treatment plans is to make an appointment.

Messages Left for Providers

If you need to reach a provider during the business day, please call and leave a message with a member of our front desk staff. In your message, please include your name, date of birth, the best contact number to reach you during the day, your provider's name, and the nature of your concern.

Referrals

We will happily refer you to specialists based on your medical conditions. Ideally, this should be done during the office visit when we address that specific concern. If you have not been seen by our providers for this condition, we may ask that you make an appointment with our office before requesting the referral. When calling to request a referral, please be prepared to give us the doctor's full name, address, telephone number, fax number, specialty, and the condition for which you are being treated. **Please allow five (5) business days for the office to complete your referral request.**

Prescription Refills

We encourage our patients to request refills at their regular appointments. Please do not wait until you are out of medication to call the office for a refill request. **Please allow 72 hours (3 business days) for your prescription to be refilled.**

Controlled Substance Refills – We do not refill controlled substances over the phone as these refills require an office visit. Patients on controlled substances are expected to be seen by a provider every three (3) months. **There is a \$25.00 charge for a "rush order" refill of a controlled substance.**

Forms and Letters

Provide the front desk with any forms or letters requiring provider documentation *after* completing your portion of the form. We are unable to accept responsibility for any forms left at the office without a name and valid date of birth. Please note that some forms may require you to be seen by a provider before completion. In this case you will be asked to schedule an appointment.

There is a \$50.00 fee for most forms. Letters, Disability and FMLA forms are \$100.00. This fee must be paid prior to form completion or the generation of the letter. Please allow five (5) business days for the office to complete your forms request.

On-Call Service

When the office is closed for weekends, holidays, or inclement weather, we will always have a provider on call. You may reach this provider by calling the main number to the office and then following the prompts to reach the on-call service. Please reserve this service for ***urgent medical concerns*** only. **In the event of a medical emergency, call 911.** Do not use this service for prescription refills, referrals, lab results, or appointments. These will not be addressed after hours and will have to wait until the following business day.

When calling the on-call service, please be sure you provide a working telephone number as our providers will be unable to reach you otherwise. **There is a \$25.00 charge for patient-generated after-hours medical calls with the providers.** This fee is waived if you are referred for emergency evaluation at an ER or Urgent Care facility.

Billing Concerns

If you have a question regarding your Comprehensive Women’s Health bill please contact the office at 301-754-2222. Questions regarding bills from laboratories such as Quest Diagnostics, LabCorp, or Medical Diagnostics must be addressed with those companies specifically. We do not have access to their billing policies or patient accounts.

Emergency Office Closures

In the event of a severe weather emergency it is the responsibility of the patient to check with Comprehensive Women’s Health regarding potential cancellations or appointment rescheduling. CWH will make every attempt to notify patients via the following avenues:

1. Recorded phone message – CWH will leave a message on the office voice mail system at 301-754-2222
2. E-mail notification – CWH will send an email to patients who have signed up to receive electronic communication
3. Website updates – CWH will post updates on our website under the “News” heading on the homepage
4. Facebook postings – CWH will post updated information on the CWH Facebook page

Fee Schedule

Missed appointment / No-show	\$100.00
Non-urgent after-hours calls with a provider	\$25.00
Rush order refills for controlled substances	\$25.00
Letters, FMLA and Disability forms authorized by a provider	\$100.00
All other forms authorized by a provider	\$50.00

Communication and Concerns

Comprehensive Women’s Health employs a variety of methods to stay in touch with our patients.

1. Sign up for your Patient Portal to access detailed information about your healthcare visits or to send an email or question to your provider
2. Sign up for our monthly newsletter
3. Learn more about CWH at our website: www.MDforWomen.com
4. Follow CWH on Facebook: <https://www.facebook.com/MDforWomen/?fref=ts>

Alternatively, if you ever have a comment, concern, or other question, please do not hesitate to call our Patient Satisfaction Specialist and Office Manager, Lakiesha Nobles, at 240-821-6812.