

## ***Blue Skies Center for Women***

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Colorado Springs, CO 80910  
719-471-3471*

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Welcome to Blue Skies Center for Women and thank you for choosing us to provide your OB/GYN care. We hope that you will be satisfied with all aspects of your visit with us. To better serve the needs of all our patients, we have developed the following guidelines to help our patients understand how our office operates and what you can expect from us in fulfilling your needs.

### Office Hours

The office is open Monday through Thursday 8:15am – 5:00pm, and on Friday 8:15am – 1:00pm.

Our office is closed in observance of New Year's Day, Memorial Day, 4<sup>th</sup> of July, Labor Day, Thanksgiving and the day after, and Christmas Day.

### Telephone Service

Our telephone hours are normally 8:30am – 12:00pm and 1:30pm – 4:30pm.

Our answering service is able to reach the office staff and the on-call doctor 24 hours a day.

### On-Call Care

If you have an emergency, you must go to the emergency room. Our physicians are accessible 24 hours a day. Should you need to speak with a physician after hours, please call our office at 719-471-3471 to request the physician on-call to contact you. Please keep in mind that the on-call physician may not be able to return your call immediately due to the possibility of caring for other patients in the hospital. Occasionally technical problems occur and the doctors do not receive their pages, or they receive an incorrect phone number. If the on-call physician does not return your call within 1 hour, please call our office again and have the answering service page the on-call doctor again. If you do not receive a return call and you have an emergent or urgent problem, please go to the emergency room or urgent care facility that is contracted with your insurance plan. The on-call physician will not refill medication prescriptions after hours.

### Appointments

Our doctors and nurse practitioners see patients by appointment only, and we are able to offer our patients appointments within the following timeframes:

Emergencies --- same day

Urgent problems ---within 24 hours, but normally the same day

Non-urgent problems ---within one week

Follow-up appointments ---one to two weeks or when specified by the provider

Annual GYN exams ---2-3 months

### Appointment Reminders and Missed Appointments

As a courtesy, we do give appointment reminder calls the day before your appointment. If you must cancel your appointment, please give us as much advanced notice as possible, but at least 24 hours notice. We do realize that there are certain circumstances in which 24 hours notice is not possible. It is our policy to charge \$30.00 for any missed or cancelled appointments without adequate notice.

### Annual GYN Exams

Please be aware that many insurance plans, including Medicare and Medicaid, do not cover routine preventative services (annual pap smears, pelvic and breast exams) and that you need to be familiar with your plan's covered and non-covered services. Our physicians believe that yearly GYN exams are essential in providing you the best health care possible, regardless of your insurance coverage, and will request that you have this done annually. Please also understand that we cannot and will not code a preventative GYN visit as anything different to obtain coverage by your insurance. This is considered insurance fraud and is illegal.

### Personal Information Verification

It is our policy to verify your demographic and insurance information at every visit to help insure that your insurance claims are processed quickly and correctly. Although it may seem unnecessary to you at the time, especially if you have been seen recently, it is extremely important to our billing process. Please bring your insurance card with you every visit.

### Telephone Messages

Our doctors and nurse practitioners are very busy seeing patients throughout the day and are usually not able to reply to their numerous phone messages until the end of the morning, the end of the day, or the next business day. Please be assured that our doctors and nurse practitioners do receive your messages and they will be answered within 24 hours or sooner.

### Medication Refills

We ask that you contact your local pharmacy instead of our office to request medication refills. Your pharmacy will then contact our office for approval if you are out of refills. If you need a written prescription, please call our office and speak with the clinic nurse. Please allow 24-48 hours for all refill requests, and plan accordingly to avoid running out of medication.

### Telephone Medical Treatment

Our doctors do not believe that quality patient care can be given over the telephone and they will ask you to make an appointment for any acute illnesses and new problems. Our nurse practitioners are usually available to see our patients with acute illnesses on the same day. Our doctors usually do not prescribe antibiotics or narcotics over the telephone.

### Lab and Test Results

It can take up to two weeks for our office to receive results from tests that you may have had and you can expect us to call you to report normal and abnormal test results. Our doctors may prefer to discuss abnormal test results directly with their patients and ask that you schedule a follow-up appointment. If after two weeks you have not heard from our office regarding the results of your test(s), we urge you to call us and speak with the clinic nurse. Please note: All off-site testing will be billed by the provider of service; therefore, you can expect to receive separate statements for your pap smear, laboratory testing, or any other testing performed at another facility.

### Referrals

Your primary care physician (PCP) must first approve all necessary referrals for any tests and appointments with our office. Most non-urgent referrals take two weeks for your insurance company to process and mail the authorization letter to you. If you are having a test or make an appointment without prior authorization, your insurance company may refuse to pay and you would be responsible for payment. Many HMO plans require a referral to an OB/GYN, and almost all plans require a referral and/or prior authorization for any infertility testing and appointments. If you have not received notification from your insurance company after two weeks, please contact the referral specialist at your PCP's office. They can check the status of your referral.

### Medical Records

Medical records are the property of the physicians of Blue Skies Center for Women; however, you are entitled to photocopies, with sufficient advanced notice, upon your written request (patients aged 18 and older must sign their own medical release form). Please note that we can only release those records that originated in our office – we cannot release records from other doctor's offices that may be in your chart. You will need to contact the other provider for copies of their records. Our copying rates are as follows: \$15.00 for the first 1-10 pages, \$.50 per page for pages 11-40, \$.33 per page for every page thereafter. Retrieval fees also may be charged. Please allow two weeks for copying records. We recommend that you keep a copy of your record and make any additional copies that you may need from this.

We hope this information is helpful to you. If you have any problems, concerns, or suggestions regarding our practice, please feel free to talk to any provider or the office manager. We are sincerely committed to providing you the best care possible.