

Balcones Gynecology Patient Information

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The intent of this handout is to provide you with concise information regarding the conditions, expectations, and procedures of our office and staff. The policies and procedures listed below have been instituted due to the many continuing changes in healthcare, our growing practice, and our desire to respond to these changes in a way that will continue to provide you with the utmost care.

APPOINTMENTS:

We will make every effort to schedule your appointment in an appropriate time frame. Yearly well-woman exams will be scheduled within one to three months of calling. Scheduling these routine exams in that time frame is important to allow patients with urgent medical needs to be seen in a shorter time frame.

If you are due for your well-woman exam and have an urgent problem, we will make two appointments for you—an earlier appointment for the problem, and a later appointment for the well-woman exam.

For women who are due for their annual mammogram before a well-woman appointment, we will not mail you an order in advance of that appointment. It is important to examine the breasts each year in advance of the mammogram so that we may order the proper type of testing. If you believe that there is a breast problem requiring immediate attention, we will make two appointments for you—an earlier appointment for the breast problem, and a later appointment for the well-woman exam.

LAB TESTING AND RESULTS:

For all testing done with a blood sample, you may have the labs drawn in our office. Most labs have multiple lab locations for your convenience and operate on a walk-in basis if you choose to have them drawn elsewhere. We send all labs and specimens to Clinical Pathology Laboratories. Please let us know prior to getting your blood drawn if your labs must be sent to a different lab that is required by your insurance company.

Pap smear results and other screening labs will be reported to you by mail within two weeks of testing if normal. All abnormal results will be called to you in the same time frame. Mammogram results will be reported to you by mail by the radiology facility whether normal or abnormal. We will be sent a report, and we will call you within two weeks if the report shows abnormal findings.

NURSE CALL-BACKS:

If you have a medical question that cannot wait until your appointment, you may leave a message for our nurse. Your call will be prioritized relative to all calls received by the nurse. Problems of an urgent nature will be attended to first. Calls of a less urgent nature may be returned later the same day or the following day.

MAIL-ORDER PRESCRIPTIONS AND MEDICATION REFILL REQUESTS:

Mail-order pharmacy use by our patients has greatly increased. It is our policy that our nursing staff cannot fax or call in medication orders to mail-order pharmacies. Our intention is that their time may be dedicated to responding to your phone calls about your medical concerns rather than spent on the inordinate amount of paperwork and lengthy phone calls required by the mail-order pharmacies. We will provide you with a written prescription for your medications and we ask that you mail or fax this in yourself.

If you need a refill of your medication, please do not call the office. We ask that you call your pharmacy and request a refill. The pharmacy will then fax this request to our office. These faxes are checked daily, prioritized by importance and the time received, then faxed back to the pharmacy within 48 hours.

First time reviewed: Signature: _____ Date: _____