

FOR WOMEN, INC.

Evendale Office
10475 Reading Rd.
Suite 307
Cincinnati, OH 45241

Clifton Office
3219 Clifton Ave.
Suite 125
Cincinnati, OH 45220

The following are The Office Policies and Procedures:

Office Hours

Our patient hours are Monday through Friday 8: a.m. thru 4:00 p.m. Our phone lines are open from 8:30-5:00 p.m. Our offices are closed on Saturdays and Sundays. We are also closed on major holidays.

In case of emergency call 911. If you need to reach the Physician on call after hours please call 513-563-2202 and follow the prompts.

Insurance Responsibility

It is your responsibility to make sure that the providers at For Women, Inc. are part of your insurance plan. Please reference the telephone number on the back of your insurance card to verify this information.

At each appointment, please bring your insurance card (s) for verification. If you cannot present your insurance card you will need to pay with cash or credit card for the office visit.

If you are unable to keep your appointment you must notify the office 24 hours in advance to cancel and reschedule so we have sufficient time to call those who are on the waiting list.

Repetitive no shows may be cause for dismissal from For Women, Inc.

Prescription Refills

Allow 2 business days (24 hours) notice for your prescription to be refilled.

Please call your pharmacy and have them fax over a refill request to 513-563-1682 for Evendale patients and 513-751-2327 for Clifton patients. *Please do not wait as we have 2 business days to refill your prescription.*

If you need to speak with a nurse regarding your medication please call the office and leave a message with the call center. The nurse will call you back within 24 hours unless this is marked urgent.

Returned Calls

General calls / questions / requests to Physicians or Nurse that are placed with the call center from 4:00 p.m. and thereafter will be returned the next business day (within 24 hours.)

Payment for Service

Copays are due at time of service and previous balances are due and payable monthly. We will be happy to provide you with a copy of your statement and the availability to speak with our billing department. Payments on account must be paid monthly or your account will be turned over to a collection agency.

OB Patients

If you have Insurance coverage we will verify your maternity benefits. It is the policy of For Women, Inc. to collect the patient's portion of the OB charges by the 36th week of the pregnancy.

Surgery Patients

If you have Insurance coverage we will verify your surgery benefits. It is the policy of For Women, Inc. to collect the patient's portion of the surgery charges before the surgery is performed.

Paperwork Request

Disability and FMLA paperwork will cost a fee of \$ 10.00 per request and we have a two week process for this completion.

Medical Records

HIPPA permits reasonable, cost-based fees for copies of information provided that the fee only includes the cost of copying, including supplies; labor and postage.

We have 30 days to process and complete your request for medical records. Fees are to be paid in full upon completion and before mailing.

- If a patient requests medical records for themselves there is a \$10.00 flat rate fee.
- If medical records are requested by an attorney or insurance underwriter the cost is:
First 10 pages at \$2.92 per page totaling \$ 29.02 /pages 11-50 will cost .61 per page in addition.
- Requests from Physician to Physician will be free of charge