



Alliance
Obstetrics & Gynecology



Office Policies

The providers and staff at *Alliance Obstetrics & Gynecology Group, LLC*, strive for excellence in providing you with medical care. We aim to please and achieve 100% patient satisfaction scores. In order for us to keep the practice standards high, we ask the following of our patients:

1. **Scheduling appointments.** Routine patients will be scheduled on a first-come, first served basis. Our office policy is to accommodate any referral within 3 business days. Any debt owed to the practice (excluding an OB contract) may result in an inability to schedule future appointments until payment is made in full or a contractual payment plan is made. Appointments may not be scheduled if two prior no shows occurred.
2. **Same day appointments.** All efforts will be made to provide same day appointments for urgent medical problems. If you are unable to be seen same-day and your condition warrants immediate attention, you may be referred to an urgent care center or hospital for evaluation.
3. **Cancellation/No-show policy.** We are dedicated to meeting the needs of our patients. In an effort to ensure that we have adequate openings for all patients needing appointments, we ask that you keep all scheduled appointments. If you need to cancel or reschedule an appointment, at least 24 hours notification is required. Failure to notify the practice or same day cancellations will result in a cancellation fee of \$50 (office visit or ultrasound), \$75 (pediatric/adolescent), \$100 (annuals), and \$200 (office procedure or surgery). Please note that insurance companies do not cover these fees, therefore you will be responsible for payment.
4. **Late arrivals.** If you are running late for an appointment due to unforeseen circumstances, we ask that you please call our office to let us know that you're on your way, so that the providers can continue to see patients in a timely manner. Please be aware, notifying us of late arrival does not guarantee you will be seen at your scheduled appointment time, and may result in a longer wait times. Arrival 15 minutes or more after your appointment time will result in automatic cancellation, and the no-show fee may apply. The appointment will be rescheduled for the next available opening, which may be on a future date.
5. **Payment plans.** For pregnant patients, obstetrical contracts will be drafted at the initial prenatal visit and patients may opt to pay in full or utilize a payment plan as specified in the contract. For surgical patients, payment owed by patient based on insurance plan must be made in full within 3 weeks prior to surgery date to reserve OR time. For all other patients, payment plans are only available under certain circumstances in which the guarantor receives an unexpected bill for services denied by insurance. Payment plans may only be set up for an open balance. Any future charges cannot be accrued on the payment plan and must be paid in full at the time of service. Payment plans are not designed for high deductible insurance policies. Self-pay patients



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may not utilize payment plans for their balance and are required to pay in full at the time services are rendered as stated in the self-pay agreement form. Patients may choose to charge their entire balance owed on their credit card and then make makes on the credit card, if needed. *Alliance Obstetrics & Gynecology Group, LLC* also accepts Care Credit (*inquire for details*). **If a payment plan is needed for any situation other than pregnancy, all payments must be received, in full, prior to services being rendered.** Patients who default on any payments will have their accounts turned over for formal legal collection action. Failure to pay these balances in full is a breach in contract between the guarantor and insurance company and will also result in an inability to make future appointments in the practice.

6. **Self-pay policy.** For patients without insurance, we offer a self-pay option. All self-pay patients must complete a Self-Pay Agreement Form prior to initiating self-pay care. A credit card must be kept on file for all fees to be collected accordingly. All charges are due at the time services are rendered and are calculated based on complexity of services. Discounted rates apply to our self-pay patients and a copy of these rates is available upon request. Payment plans are only available for unexpected office visit charges, depending on the balance due. Laboratory and out-of-office diagnostic testing costs may be incurred and billed by third party providers. Our company does not have authority over these costs and are unable to provide adjustments or make payment plans for patients. Patients are encouraged to contact the third-party companies directly with questions.
7. **Phone calls.** If you have a non-emergent concern about your health and would like to speak to a nurse, please call during regular office hours. You may follow the prompts to reach the nurse directly. Calls made during business hours which are received by our receptionist will be transferred to the nurse line or a detailed message may be taken over the phone and sent directly to the clinical team. If the nurse is unavailable, a message may be left on the voicemail system. All efforts will be made to return calls by end of day at 5:30pm. Calls made after 4:00pm may not be returned until the next business day. Please be aware that certain symptoms or problems should be seen in the office in order to be properly assessed. Therefore, you may be advised to schedule an appointment by at the time of your initial call, in order to prevent a delay in care. Triage calls that require a more in-depth discussion will also be asked to make an appointment with a provider. Any emergencies should be addressed directly at the hospital and the hospital will notify our office as necessary.
8. **After hours call policy.** All after-hours calls will be handled through our automated voicemail system. Please call the office at 407.960.2112 and follow the prompts. Messages left will be returned the next business day. When we are not in the office (evenings/weekends) a physician is always on call for urgent care needs. Prescription refills, results review, chart issues, and billing questions are *non-urgent matters* that are not to be addressed by the on-call physician. Please be aware that there is a fee of \$35 for calls to the on-call physician after hours. These fees are



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not covered by insurance companies, therefore you will be responsible for payment. When attempting to reach the on-call physician, if there is no answer, please leave a detailed voicemail with your name and callback number. Our policy is to return your call within 30 minutes. Therefore, if you do not receive a return call by then, please call again.

9. **Prescription refills.** Prescriptions are only filled Monday through Friday during normal business hours, without exception. All efforts will be made to fill prescription refill requests by the end of business at 5:30pm. Refill requests made after 4:00pm may not be addressed until the next business day. In order for prescription refills to be approved by our office, you must have been seen within a year by one of our providers. Be advised that certain medications require a hand-signed prescription by the provider. If a request for such medication is approved, you will be required to pick it up, in person, at the office.
10. **Results.** The primary method of communicating results will be through our patient portal. Results that arrive at our office must be seen and signed off by a provider before being loaded to the portal. Staff are not permitted to provide results by phone before a provider reviews them. Please allow 5-7 business days to be notified of lab results and imaging reports. Please note that prenatal genetic testing and genetic cancer testing results may take as long as 20 business days to result.
11. **Forms and letters.** Requests for disability forms, Family Medical Leave Act (FMLA) forms, and/or special letters should be made during normal business hours. These forms may take 5-7 days to complete. There is a charge of \$40 for the completion of each form. Patients will be notified when these forms are ready for pickup.
12. **Medical records release.** It is our ultimate goal to provide exceptional care to each and every patient to their utmost satisfaction. We do recognize, however, that sometimes circumstances arise (such as relocation or change of insurance) which require patients to change providers. If you would like your records transferred to another physician, this request must be in writing by filling out a Records Release Authorization Form. Records can be faxed directly to other physicians free of charge. If you would like to obtain copies of your records as well, you may request these at any time, in writing, using the same form. There will be a cost of \$1 per page for the first 25 pages. After 25 pages, each additional page is \$0.25. Please be advised that our policy is 5-7 days for medical record release in non-emergent situations. All outstanding balances must be paid in full before records are transferred to another office. If our office refers you for a consultation with another physician, we will forward your records to that physician to facilitate continuity of care; no forms or fees are required for this transaction.
13. **Email policy.** We cannot guarantee that email communication is secure and confidential, which may be a concern given the private nature of medical information. Therefore, if you choose to



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send or receive information via email, it is with this understanding on your part. We encourage patients to utilize the patient portal which provides a secure means for communication between patients and our office in a timelier manner. Additionally, neither email nor the Patient Portal are adequate means for urgent questions or concerns. Any response needed in less than 48 hours should be addressed by calling our office directly.

14. **Social media policy.** We welcome patients to like/follow us on Facebook and Instagram. Only requests to Dr. Worley's professional Facebook page and *Alliance Obstetrics & Gynecology Group, LLC* will be accepted. Messages left for Dr. Worley or a staff member through a social media account are not monitored daily and due to the insecure nature, medical results or advice will not be able to be provided.
15. **Minor patients.** A minor is a person under the age of 18. As a general rule, Florida law requires a minor who seeks medical treatment to obtain informed consent from a parent or guardian. However, there are several exceptions whereby minors may independently consent to health care services – including sexual and reproductive health care – without the consent of a parent or guardian. While involving parents or guardians in young patient's healthcare decisions is desirable, *Alliance Obstetrics & Gynecology Group, LLC* will provide confidential services to minors as permitted by law. This includes providing contraceptive services, testing for sexually transmitted infections, pregnancy testing, prenatal care for any minor who is married, a parent, is pregnant or has ever been pregnant, is legally emancipated by a court, or if, in the opinion of Dr. Worley, her health will be at risk if services are not provided. These services will remain confidential unless permission is given by the minor to disclose to a parent/guardian. While Dr. Worley does not perform pregnancy terminations ("abortions"), minors may be referred for these services. Unless the minor is married, is a parent, has been legally emancipated, or a medical emergency exists and there is insufficient time to comply, the state of Florida mandates that an abortion may not be performed on a minor until the physician performing the abortion has given at least 48 hours notice to one parent or guardian. Florida law states that a minor has the right to seek a court waiver of the parental notice requirement; this is known as "judicial bypass".
16. **Prenatal care compliance.** All pregnant patients must complete a Prenatal Compliance Policy Form prior to initiating prenatal care with *Alliance Obstetrics & Gynecology Group, LLC*. This policy will detail the anticipated prenatal schedule. Any patient with a gap in care beyond the Prenatal Care Compliance Policy without prior notice or scheduling arrangements may be subject to discharge from the practice.
17. **Conduct.** Our office is here to serve you and we will always do our absolute best to meet your needs. We offer a luxurious boutique-style environment for your comfort. For the comfort of all our patients, we ask that all guests refrain from eating or drinking in the waiting room or patient rooms. Loud, disruptive, or disrespectful guests may be asked to leave. Children are always



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welcome, and we understand that sometimes they have bad days. We reserve the right to reschedule (or discharge from the practice) patients who have unruly, disruptive, or destructive children present. We reserve the right to perform drug testing on pregnant patients. Positive results may result in discharge from the practice.

18. **Visitor policy.** Pregnancy can be an exciting time when patients want to share the experience with family and friends. Similarly, sometimes having a support person with you for your gynecology appointment can be calming. *Alliance Obstetrics & Gynecology Group, LLC* welcomes patients to have a visitor accompany them to their appointment. Given the small size of our office, however, no more than one adult and/or one child may accompany patients in the waiting room or examination rooms. Exceptions can be made for ultrasound appointments for up to two adult visitors. Certain procedures are restricted to patients only given the sensitive nature and space restrictions. All visitors are required to follow our conduct policy (see above) and are subject to dismissal accordingly.

19. **Illness.** To prevent the spread of contagious illness, please ensure that you have been without a fever or diarrhea for 24 hours prior to coming in for an appointment. During influenza season, patients or visitors who have not been vaccinated may be required to wear a mask in order to gain entrance into the office. During any community outbreak, epidemic, or pandemic, *Alliance Obstetrics & Gynecology Group, LLC* reserves the right to limit or restrict patients or visitors from entering the office, implement screening protocols prior to allowing entrance into the office, require a mask for entrance into the office, or mandate appointment rescheduling, vehicle visits, or telehealth visits as needed for safety of patients and staff alike.