

West Augusta Obstetrics & Gynecology, P.C.
1126 Medical Center Drive
Augusta, GA 30909
706-863-5082/ 706-863-4082

Dear New Patient:

Welcome! Thank you for placing your trust in our office for your OB/GYN needs. We believe a full disclosure of our policies at the time of your initial visit is important in making your association with us a pleasant and positive experience. Please read this letter carefully, direct any questions to a receptionist and sign the acknowledgement below.

Payment of copay, deductible, coins and/or private pay allowable is due at time of service. If you have insurance, ensure that you inform our staff of all insurance coverage and any changes in coverage as they occur. We accept cash, checks and major credit cards. We encourage you to pay online at myhealthrecord.com.

All accounts not paid within 30 days of receipt of statement will be assessed a late fee of 1.5% of the unpaid balance. A charge of \$29.00 will be assessed on all returned checks. Patients with balances not paid within 90 days will be contacted via phone to arrange payment. Accounts not paid in full within 10 working days after phone contact will be considered for action by a collection agency. If temporary financial problems occur, please contact our billing department to assist you.

We ask that you arrive 15 minutes before a scheduled appointment. If unable to meet a scheduled appointment, please call 706-863-5082 to cancel or reschedule. We do not offer a grace period on appointments. **Our office will charge a \$25 no show fee per missed appointment.**

We encourage all patients to sign up for our patient portal. Any staff member can send you an invite. Here you can update demographics, insurance, medical history, requests refills, message providers and staff, review/print medical records and results.

Our office hours are Monday- Thursday between 8:30 am and 4:30 pm, Friday between 8:30 am and 12:00 pm. Non-emergent messages will be returned during office hours. All non-obgyn problems should be addressed by your primary care physician.

To ensure patient safety and accuracy new prescriptions and refills will only be prescribed during office hours. Some medication requests may require an office visit to obtain an accurate diagnosis. Portal and voice messages are checked throughout the day, please allow 24-48 hours for refills and responses to non-emergent messages.

Our goal is to offer our patients a safe and friendly healthcare experience. Remember our Providers, Clinical, Administrative and Billing Staff are here to serve you to the best of our ability. We welcome your feedback and hope you will like us on Facebook.

I acknowledge that I have read and understand the policies stated above.

Signature

Date