

## *Arcadia Well Woman*

7514 E Monterey Way Suite 3, Scottsdale, AZ 85251  
(480) 421-9938

Welcome to our practice. The purpose of this brochure is to present you with information regarding the practice of Arcadia Well Woman and Aesthetics. Our goal is for you to have a better understanding of our practice so that we may build a pleasant and effective relationship between the clinician and you, our patient.

### ***Obstetrics & Gynecology***

Our obstetric practice provides pre-conception counseling, prenatal care and post-partum care (after delivery). Your delivery will be managed by specialists at the hospital you choose to deliver at.

Our gynecology practice consists of the diagnosis and treatment of uncomplicated disorders that are unique to women. We cover a broad medical spectrum including contraception, infertility, annual examination, abnormal pap tests, menopausal disorders, sexual disorders, chronic pelvic pain, etc, and have collaboration with the "Top Doc" specialists when needed. We are dedicated to women's health care from early adolescence through the reproductive years, and beyond.

### ***Aesthetics***

It is our goal to have our patients healthy on the outside and looking their best on the outside. We offer several services to enhance appearance and improve skin conditions. Some of the conditions we can treat are premature aging with sun damage, fine wrinkling, poor texture, acne, rosacea, and psoriasis. Please see the list of services for more detailed information. Aesthetic treatments are not generally covered by insurance.

### ***Appointments***

You may schedule appointments online or you can call 480-421-9938. Office hours are Monday through Friday, 9:00 a.m. to 5:00 p.m. Extended hours until 6:30 are available on Monday's and Wednesday's. We also offer Saturday appointments two Saturdays each month. The office will be closed Sundays and holidays. Please make every effort to keep scheduled appointments and to call in advance should you need to cancel. Sufficient notice of cancellation is essential for us to accommodate other patients. Missed appointments without prior notice are subject to a \$20.00 fee. Your consideration is greatly appreciated.

### ***Telephone Calls***

Please call the office if you have any question regarding your condition, treatment, or medication. The staff is specially trained to answer your questions, arrange prescription refills, etc. Non-emergency calls may be held and answered later in the day. Calls received late in the day may be returned the next morning. Emergency calls will be answered as soon as possible. Many Gynecologic disorders and Obstetric complications have similar symptoms. If you have developed a new problem, please understand the need to be examined in the office.

### ***Emergency Care***

If you have an urgent problem, or think you may be in labor, please call our office at 480-421-9938 anytime day or night. If your call is during office hours, one of the office Staff will relay your message to the provider. If your call is after hours, you will be given the number to call the provider directly. If you feel you are having a life-threatening emergency, call 911 immediately.

### ***Fees***

We base our fees on the amount of time we spend with you, the procedures performed, and the degree of medical difficulty that a particular case involves. Our fee schedule is based on statistically determined standards within our community; therefore, they are generally consistent with those in other local medical offices. Please do not hesitate to discuss our fees if you have any questions. We are concerned with the cost of medical care, and we appreciate your suggestions. We offer significant discount for fees paid at time of service.

### ***Payment and Insurance***

Payment is required at the time of the visit in order to receive our substantial cash discount. We will gladly bill your insurance company. It is your responsibility to verify if we are a provider for your health plan. If you have out-of-network benefits, we will work with you to keep your healthcare costs down.

Insurance plans vary and may cover anywhere from zero to 100% of your medical costs. Your insurance is generally a contract between you and your insurance company. You are responsible for your bills regardless of what your insurance pays.

### ***Referrals***

If another doctor has referred you to us, please call this to our attention so we may report to him or her promptly. This assures continuity of your medical care.

### ***Educational Material***

We feel it is important for patients and their families to understand as much as possible about their health and medical treatment. We have free pamphlets and information regarding childbirth classes for those interested. If your school, group, or club would like an illustrated talk on a subject pertaining to Obstetrics and Gynecology, please inquire.

### ***Confidentiality***

Your medical record is strictly private. We will not give out information regarding your condition to your relatives, friends or employer. We will release your medical record only if you have given us WRITTEN permission. The only exception to this is when required by law as in employment-related injuries.

### ***The Provider-Patient Relationship***

A sound Provider-Patient relationship is based on mutual understanding. We make a special effort to explain everything to you regarding your condition, treatment, medication, etc. We encourage you to ask any questions you may have. We share the philosophy that by working together with you as a team, we can provide the kind of care that is both effective and rewarding.

### ***Refills***

For refills on any medication, please call during offices hours, Monday thru Friday, 8:30am to 4:30pm. We do not refill prescriptions on the weekends or after hours. Also please be aware that it can take up to 72 hours for your prescription(s) to be ready at your pharmacy.