

Park Lane OB/GYN Associates

 A Baylor-HealthTexas Affiliate

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Welcome to our practice!

Thank you for choosing Park Lane OB/Gyn Associates. We look forward to providing you with professional health care in a friendly and welcoming environment. This letter is designed to provide you with important information that most new patients at Park Lane OB/Gyn Associates find valuable. Please take a moment to read through this information. If you have any questions, then we will be happy to discuss them with you.

Your First Visit

- We are a part of HealthTexas Provider Network . If you are a patient who is new to our office and you have not been seen at another HealthTexas practice, then you will need to complete our New Patient Packet. If you are an established patient at any other HealthTexas practice, then your information will already be available to our office and the new patient information packet is not required.
- At your first visit, please arrive 15 minutes prior to your scheduled appointment time. There will be some brief administrative work to be completed at your first appointment.

What to Bring

- Completed new patient paper work (if applicable)
- Your insurance card
- Your photo ID
- Referral from primary physician (HMO patients only)
- Method of payment

Appointments

- As a courtesy to other patients, please call the office as soon as possible if you are going to be late.
- If you are unable to make your appointment, we ask that you provide at least notice at least 24 hours in advance so that we may offer our time to another patient.
- Due to the complex nature of the specialty care that we provide, our physicians may be called away at any time for a delivery at the hospital. We will make every effort to inform you of any delays ahead of time and give you the opportunity to see one of our other physicians or re-schedule at your convenience.

Phone Calls

- Our staff answers phones Monday through Friday from 8:30am to 4:30pm.
- For your convenience, our phone is answered 24/7. Calling after hours or on weekends will forward you to our answering service, who can page the on call physician in the event of an emergency.

Our Partnership with You

What you can expect from us:

- To be treated with respect and dignity.
- Professional services that are timely and appropriate.
- Information regarding any clinic delays.
- Time to answer all of your medical questions.
- Educational material will be provided, if available.
- Information about the medical billing process.
- Your records will be kept confidential except when you have given consent to do otherwise.
- Information about your plan of care to help you reach educated decisions about your health.
- The option to express your concerns, compliments or complaints with any of our staff. We promise to pay attention to and follow-up on all of your concerns.

What we ask from you:

- To arrive on time for scheduled appointments.
- To call the office as soon as you are aware you cannot make an appointment or are running late.
- To follow the recommended treatment plan and inform your physician of any changes.
- To ask questions if directions and procedures are not understood.
- To pay all co-payments, co-insurances, deductibles or account balances at every appointment.
- To provide payment for services not covered by insurance as soon as possible.