

Office Policies

To keep our office running smoothly we have the following policies:

New Patients

We welcome new patients and look forward to the opportunity to serve you. Dr. Baker will review your health history and conduct an initial evaluation with you at the beginning of your first visit to discuss how we can assist you with your health care. We want to answer your questions, treat your health issues and address any problems you are having. If they are outside the scope of a gynecology office we want to help you find the care you need. We have on our website some links to common conditions and making the most of your gynecological visit. This can help you to prepare any questions you want to discuss. Our motto is: "there are no stupid questions, knowledge is power". Please let us know if your questions have not been answered we don't want you to leave our office till they are!

Appointments

Patients are seen by appointment only. We will always attempt to accommodate your requests for urgent appointments, however, you must call in advance; no walk-ins please. Please indicate your specific purpose, problem or symptom when scheduling your appointment, so that we can make appropriate time for your visit. If you cannot make your scheduled appointment, please be courteous and call to reschedule your appointment as your appointment time could be helpful to another patient in need.

Contacting us

We will strive to answer all your questions during your regularly scheduled visits. You should receive a lab letter after your visit where laboratory testing was done with results and explanations, we are always happy to schedule a consultation when you can come in and discuss results face to face with the physician. You will be told during your visit when to expect your results, usually one to two weeks, if you have not received a copy by then please let us know. For afterhours calls please limit these to medical emergencies; lab results, medical refills or prescriptions cannot be called after hours. There is a physician on call but this is only for medical emergencies.

Contacting you

Please inform us if your address or telephone number has changed, so that we can reach you if necessary.

Payment Policies

Payments, including copays, are due at time of service. We participate in many major insurance plans, but your insurance does not guarantee payment, you will be responsible for unmet deductibles, co-insurance, and charges denied by your insurance company. We accept Visa, MasterCard and personal checks. It is your responsibility to provide us with your current insurance information at each visit, and to notify the office when it changes. We suggest that you verify with your provider that Dr. Baker is in network with your plan. Many plans have numerous sub-sets of policies and we may be a provider for one but not another.

We also work with cash pay patients and those who have a large deductible, please call ahead to discuss this with the office and they can provide you with an estimate of the cost involved.

Laboratory

You must inform us if your insurance company requires specimens to be sent to a particular lab. If you have questions or concerns regarding a bill from the laboratory please call the lab directly; we cannot assume responsibility for charges billed by the laboratory. We do provide the laboratory with the insurance information that you provide to the office. If you have a question about the cost of the lab, please ask at your visit and we can provide you with the estimated cost they have provided us.

FMLA/DISABILITY FORMS

If your employer requires you to have a disability/medical leave/FLA form completed, you may hand deliver, fax or mail them to the office. There is a \$10.00 charge for all forms, and the following is required:

Seven to ten business days for forms to be completed and returned

Specific date that you are requesting off and date of return to work (or estimation)

Medication Refills

In the state of Tennessee you must be seen at least every 12 months for a physician to be able to prescribe a medication. We ask that when you call requesting a refill that you have the spelling and dose of the medication. The address with Zip code and pharmacy number is also needed. The office does not prescribe antibiotics and treatments of infections without a visit. It is important that we know what we are treating you for and that requires a visit and evaluation so that we give you the best care possible.