



## GUIDELINES

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### Welcome

Here at Texas Health Women's Care – Allen, our goal is to provide high-quality gynecological and obstetrical services by personalizing your healthcare experience and making it human again. You will find that our physicians care for patients in each phase of their lives from adolescence through menopause with a compassionate and collaborative doctor-patient relationship approach.

We also understand that your access to care and getting the information you need easily is very important to you. That is why we offer the MyCare Patient Portal, an after-hour answering service, along with our regular clinic hours, as a way for you to reach us and get the care and answers you need.

At Texas Health Women's Care, we know that you have a choice in your healthcare provider. That is why we want to thank you for trusting us and giving our doctors and staff the opportunity to serve you. We hope that this information will help you get the most out of our services.

### General Information

Address: 1105 N Central Expressway MOB 1, Suite 230  
Allen, Texas 75013  
(We are located inside the Texas Presbyterian Hospital of Allen.)

Website: [TexasHealthWomensCare.com/Allen](http://TexasHealthWomensCare.com/Allen)

Office Hours: 8:00 am – 5:00 pm (Monday – Friday)  
12:00 pm – 1:00 pm (Closed for Lunch)

(Please note that our physicians do not see patients on Wednesday.)

Ultrasound: Our sonographer is available on Tuesdays and Thursdays to service ultrasound appointments.

### Appointments

When you call for an appointment, please tell our staff the nature of your visit, the name of your doctor, and any insurance/demographic information changes at that time.

**Late** - If you are going to be more than 15 minutes late, please contact our office. We reserve the right to reschedule or cancel your appointment if you arrive 15 minutes or later for your appointment.

**Cancellation/Reschedule** - Please notify our office at least 24 hours in advance if you need to cancel or reschedule your appointment.

### Frequently Asked Questions:

1. What do I need to bring for my appointment?

You must bring a picture identification and your most recent insurance card(s). We also need you to print-out the New Patient Paperwork from our website and complete prior to your appointment. If you are transferring care from another practice or had care elsewhere, we ask that you transfer your medical records to us prior to your appointment.

2. Will I receive a reminder call?

An automated system will provide you with a reminder call (or email) two days prior to your scheduled doctor's appointment. If you have an appointment with the sonographer for an ultrasound, a staff member will be contacting you the day before to remind you of those types of appointments.

3. How early do I need to arrive?

If you are a new patient, you must arrive 30 minutes early to complete your paperwork. If you have printed out your new patient paperwork on our website and have it completed, arrive about 15 minutes prior to your appointment. This also applies to established patients.

### **Minors**

Minors (any patient under the age of 18) must be accompanied by a parent or legal guardian at the time of their appointment, unless a formal consent form has been signed approving for the teenager to be seen without the presence of a parent or legal guardian. **A separate consent form must be completed prior to each visit.** This consent form is located at our office and on our website.

### **Patient Safety**

For your safety and overall patient experience and care, we ask that you adhere to the following guidelines during your visit to our office:

- We do not allow children in the exam rooms during any procedure appointments.
- Please do not leave your child(ren) in the reception area unattended.
- We do not allow any outside food/drink in the reception area or exam rooms.
- Please silence your phone before entering the exam room.

### **Payment Services**

Please become familiar with our Financial Responsibility Agreement. This document provides details of the specific policies for our office. A copy of this form is available in our office and on our website. If you have any questions regarding your bill, please contact our Billing Department at 888-866-8669.

### **Insurance**

Although we do accept most major health plans, please call your insurance to verify that we are In-Network with your policy. As stated on our Patient Registration Form, it is ultimately your responsibility to know your insurance benefits and whether the services are covered.

### **Frequently Asked Questions:**

1. **Do you accept Medicare?**

We accept Medicare for patients 65 years and older only.

2. **Do you accept Medicaid?**

We accept Amerigroup Medicaid for pregnant patients only. We do not accept CHIPS. Benefits for Medicaid patients need to be verified before an appointment can be scheduled. Benefits for existing Medicaid patients are verified monthly for continued eligibility status.

### **Prescriptions**

You can get a prescription refilled by having your pharmacy fax a request to us at 469-342-6363. It is a good idea to ask for a refill before your medication runs out. Refills cannot be approved if you have not seen the doctor in a year or more.

Prescriptions are sent to the pharmacies electronically within 2 hours of your appointment. If your preferred pharmacy does not participate with e-prescribing, we will call in your prescription for you or provide you with a script. Check with your pharmacy on their specific turn-around time to fill your prescription as it may not be ready right away. Non-urgent prescription refill requests are processed within 24 hours of receiving the request.

### **Results**

The normal turn-around time for results is up to 10 business days. If your results require immediate attention or medication we will call you.

We encourage you to sign-up for the MyCare Patient Portal at <https://mycare.texashealth.org>, which is the fastest way to receive your results – usually less than 10 days. You will receive an email notification when your results are ready, and you will be able to login and view the results right away.

If you do not receive your results within the time frame mentioned, please check your spam/junk folder. You may have received an email notification, but it was blocked by your spam filter, or we may not have received your results back from the lab.

### **Messages**

Our Medical Assistants will be glad to answer your medical questions during office hours. If you have a health question or concern, please don't hesitate to contact us through the MyCare Patient Portal or by phone.

Messages left for the MA's are checked before lunch and at the end of the day. MyCare Patient Portal emails and clinic phone calls left for our MA's before 4:00 pm will be returned the same business day. All other calls/messages will be returned within 24 hours. If you have an emergency, please remember to always call 911 or go to your nearest emergency center.

### **Frequently Asked Question:**

#### **Can I speak to a physician after hours?**

We do have an after-hour answering service, which will triage all after-hour calls and forward them onto the providers appropriately. Non-urgent issues will be serviced the next business day.

### **Medical Records Request**

We generally process all medical records requests within five to ten business days of receiving a signed Medical Release Form. Medical records released directly to another physician's office are free of charge. However, if you are requesting the records for yourself, it is a \$25 charge for the first and up to twenty pages and \$0.50 for each additional page. Fees for medical records are due on or before time of pick-up.

### **FMLA/Disability Paperwork**

Please allow us 10 business days to complete your FMLA/Disability paperwork. Urgent requests will be considered, but there is no guarantee, so it would be a good idea to get these to us as soon as you receive them. We charge \$40 for forms to be completed. Payments for completion of the forms is due on or before pick-up/submission.

### **Delays**

We do our best to get you in at your scheduled appointment time. However due to the nature of our specialty, sometimes there are emergencies that can cause unforeseen delays with our providers. If the receptionist receives sufficient notice, she will call you to advise you of any delays and offer you another appointment. If you are on a tight schedule, you may want to call us before your appointment to make sure your doctor has not been delayed.

### **Confidentiality**

We commit to keeping your medical records confidential. The information in them will never be release to any person or organization without your written permission, unless permitted by law. These policies, practices and other directives are included in the following forms:

- (1) Notice of Privacy Practices
- (2) Texas Health Physicians Group Health Information Exchange Authorization
- (3) the Patient Privacy Directive.

We will require that you complete and acknowledge the receipt of these forms at your first visit.

### **MyCare Patient Portal**

MyCare offers patients personalized and secure online access to portions of their medical records. It enables you to securely use the internet to help manage and receive information about your health. With MyCare you can:

- Request prescription refills
- Request an appointment with your provider
- Send/Receive messages to/from your doctor's office
- View your lab results, allergies, medication, immunizations and medical history

**To Enroll in MyCare:**

1. Go to <https://mycare.texashealth.org>
2. Click on "Sign Up Now"
  - a. Make sure you have your MyCare activation code (given at check-out on your After-Visit Summary Report)
  - b. Fill in all required fields

*If you need additional assistance, please call 682-236-6700 or contact our office.*

**Acknowledgement**

By signing below, I acknowledge that I have received, read, and understand the Office Guidelines provided to me by Texas Health Women's Care – Allen.

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Patient

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Date