

Dear Patient,

Thank you for choosing Harbour Women's Health for your pregnancy healthcare. Harbour Women's Health provides a broad spectrum of obstetrical care and we will work together in a respectful, responsive partnership with **you** for your pregnancy options. There are many things to consider and understand about office policies and your healthcare options; we have created this handout for your assistance.

Healthcare Billing and Payment Requirements

Standard pregnancy healthcare services consist of thirteen routine pregnancy office visits and the delivery of your baby. If you have insurance we will be happy to submit the routine charges to your insurance company after your delivery. Our billing department will contact your insurance company and inquire as to you expected financial responsibility. If there is a patient responsibility you will receive a letter explaining the payment expectations from our billing department. Our office policy requires payment prior to delivery.

Please know that the above patient responsibility may change. There may be services needed that are separate from the routine pregnancy charge. Some common examples of these are: ultrasound services, non-stress testing and lab work. There are also times when a patient warrants specific office visits that are also considered outside the routine pregnancy care. There could be additional patient responsibility for any of these services depending on your specific insurance policy and plan. In addition, depending on the need for an office visit, we may seek a referral from your primary care provider.

Please know that we are happy to help guide you with your insurance information. Unfortunately there are so many different insurance policies and plans that we have no way of knowing your particular insurance requirements or guidelines. It is important for you to understand that the insurance requirements and guidelines are ultimately your responsibility.

Contact Information

Our office phone hours are:
8:00 a.m. -4:00 p.m. Monday through Thursday
8:00 a.m. – 12:00 p.m. Friday

Whenever you have a medical problem or concern during office hours, please feel free to contact our office. Our staff can answer many of your questions, and will help you decide whether you should come in to see a provider. If you leave a message in our nursing staff's voicemail box, they will be sure to return your call the same day. If your problem is urgent, please advise the switchboard operator and she will get you immediate assistance.

HARBOUR WOMEN'S HEALTH



When you call for a prescription refill, our switchboard operator will connect you to our Prescription Phone Mailbox. Our clinical staff checks this mailbox many times daily and will refill your prescription as quickly as possible. You can expect your pharmacy to receive the refill within 48 hours.

If in an emergency, you need to reach us **after** hours, call (603) 431-6011 nights, weekends, or holidays. The answering service operator will page the Physician On Call. As pagers are not infallible, please repeat your call if you have not heard back in 20 minutes. Also know that our answering service is only for paging our providers for emergent services. They are instructed not to take messages for the office. If you need to communicate with the office, we ask that you contact the office directly. In the event that you have trouble getting through to our service, please contact the Portsmouth Regional Hospital Family Care Center and they will assist you in contacting the Physician On Call.

Office Staff

All of us at Harbour Women's Health work as a team to ensure that you receive the best possible care and service. We have staff members who will work with you on any billing and health insurance questions or to schedule your appointments. Our nursing staff is available to help you with medical questions or concerns. Please ask anyone- they will connect you with the staff member who can best meet your needs.

Once again, we thank you for entrusting Harbour Women's Health with your healthcare. We look forward to working with you now and in the years ahead to maximize your health and well-being.

Sincerely,

The Staff of Harbour Women's Health