

Gwinnett OB/GYN Associates, P.C.

GENERAL OFFICE INFORMATION

Our practice has been serving the needs of women in the Atlanta area for over 35 years. Our goal is to offer the highest quality Obstetrical and Gynecologic services in a friendly and comfortable environment. To learn more about our practice, please feel free to browse our website at www.gwinnettobgyn.com.

OFFICE HOURS

The office hours are by appointment only, from 7:45 am to 4:45 pm, Monday thru Thursday and Friday from 7:45am to 11:45am. Our phones are available from 8:30am to 12:00pm and 1:30pm to 4:30pm Monday thru Thursday and on Friday from 8:30am to 11:45am. After-hours are for emergencies only. For routine matters such as appointments, test results and questions about billing or insurance, please call the office during our phone available hours.

We will assist you in every way we can with your insurance issues however we can not be responsible for delays caused by your insurance company regarding your care and payment.

For your protection, we do not release your medical information to anyone without properly signed authorization from you.

APPOINTMENTS (We accept appointment requests on-line at www.gwinnettobgyn.com.)

The time of your appointment is reserved for you. However, because of the very nature of Obstetrics and Gynecology, emergencies or complications may cause us to run late. We have one physician each day dedicated to handling emergencies but sometimes that is not enough. We appreciate your patience in these matters. Rest assured that you will never be rushed through an appointment because we are running behind.

Please be on time for your appointment. Late arrivals can also have a negative impact on schedules. We reserve the right to reschedule any patient who arrives late if we think it will cause excessive wait time and inconvenience for other patients.

We recognize that unforeseen problems occur occasionally that prevent you from keeping a scheduled appointment. We request that you give us at least 24 hours notice of cancellation so that we can offer that time to someone else who needs to see their doctor.

We ask that you do not bring any food or drinks (except bottled water) in the waiting rooms. In the past, we have had extensive damage to the carpets and furniture from patient mishaps while eating and/or drinking.

No cell phone use is allowed in the back office or exam rooms. Please make sure your cell phone is turned off when you interact with office personnel.

PRESCRIPTION REFILLS (We accept prescriptions refill requests on-line at www.gwinnettobgyn.com.)

Requests for prescription refills will only be accepted during office hours so that your records will be available. For your convenience all obstetric patients are given a list of over-the-counter medications that can be taken during pregnancy. Please refer to this list before calling for advice.

FEES and INSURANCE

Payment is to be made, either in full or as designated by your insurance plan, at the time of service unless arrangements are made prior to your appointment. As a convenience to you, we accept Visa, Master Card, Discover, American Express, cash and personal checks (which we run electronically). Our office will assess a \$30 non-sufficient fund fee on any bad check. We do not hold checks.

We are happy that you chose **Gwinnett OB/GYN Associates** and will do everything we can to provide you with the best possible care.