



Welcome to Our Practice

At South Shore Women's Health we provide comprehensive Gynecologic and Obstetric services on Boston's South Shore. Our practice consists of seven Obstetrician Gynecologists, four Nurse Practitioners and two Physician Assistants. We are affiliated with South Shore Hospital in Weymouth, Massachusetts.

We provide a full range of gynecologic care including routine exams, preconception counseling, Pap smear evaluation, STD screening, birth control counseling, the evaluation of abnormal menstrual cycles, PMS treatment, and menopause care. We care for pregnant patients. We also care for high risk pregnant patients with the help of South Shore Health Maternal Fetal Medicine.

Our philosophy is one of patient education and provider-patient teamwork to reach our common goal - your good health! All patients may choose to see a physician, a nurse practitioner, or a physician assistant as their primary provider. Please visit our web site at www.southshorewomenshealth.com for more information about our providers and our services.

Administrative Policies

- We promise to inform you at check-in if your doctor is running late or has been called to surgery.
- We promise to treat you with respect & dignity in a professional and caring manner. In return we expect you to refrain from using verbally abusive language, threatening any employee or provider, or otherwise hostile behavior. Using such is cause for immediate termination from this practice.
- Many appointments require collection of a urine sample so please check with the front desk upon arrival before going to the bathroom.
- To respect other patients, we ask that cell phones be turned on vibrate mode while in our office.
- Missing or no-showing your appointment creates an undue burden and increases the cost of care to other patients. Missing three appointments without notice may result in dismissal from this practice.

Pre-registration

We have enclosed our patient registration and medical history forms. It would be greatly appreciated if you would take the time to complete them prior to your visit. You may either fax them to our office or fill them out online and submit. You may also bring them with you to your appointment.

Appointments

Office visits are by appointment only. The scheduler may ask you about your illness or the reason for your visit in order to adequately schedule the physician's time. If you feel that you need to be seen on an urgent basis, you will be connected with our triage nurse.

As a new patient, please arrive 15 minutes early for your appointment so that we can process your information into our system. Be sure and bring your insurance card and a photo ID for identification purposes. We will request your co-payment during the registration process.



Insurance

South Shore Women's Health participates with the following insurance plans. It is the responsibility of patients to know their individual benefits, so please consult your plan directly if you have questions regarding coverage of specific services.

Aetna	Harvard Pilgrim Health Care
Blue Shield	Humana / Choice Care
BMC Healthnet	Medicare
CIGNA	Neighborhood Health Plan
Fallon Community Plan	Private Health Care System
MassHealth	Tufts Commercial Plans
TriCare	Tufts Health Public
First Health	United Health Care
Great Western Health Care	Unicare

*Not all products within these insurance carriers are accepted; please check your benefits carefully.
You may require a referral for some or all of your services from your PCP. Check with your insurance carrier for information about their policies for referrals.

We appreciate the opportunity to serve you and pledge to provide you our best medical care, with compassion, in a safe environment. In order to make our relationship with you the best it can possibly be, please be familiar with the following policies:

Insurance & Billing Policies

- If you have insurance, please bring your card to every appointment; without it we cannot bill your carrier. We are required to collect co-payments and co-insurance and reserve the right to re-schedule or cancel appointments to comply with insurance company agreements.
- Your health insurance policy is an agreement between you and your insurance carrier. You are responsible for understanding your own coverage. Your insurance company makes the determination of your eligibility. You authorize your insurance benefits to be transferred directly to the rendering provider and acknowledge you are financially responsible for paying any co-insurance amounts. You agree to pay for services rendered within the limits of this care provisions policy.
- Many insurance companies have lists of approved drugs they cover. Your provider will prescribe the medication they feel will best address your needs. We will do our best to respond to prior-authorization requests from your insurance company, but this process may delay your prescription. You are responsible for contacting your insurance provider with any questions or requests concerning approved medications.
- We accept cash, check, and credit card. Payment in full is due within 30 days of your first statement unless other arrangements have been made. We send 3(three) statements at 28 (twenty-eight)-day intervals. You understand and agree that if we are forced to send your account to collections, you may be charged an administrative fee. You will be unable to book any future appointments until your balance is paid in full.



- If you need a surgical procedure, our surgical coordinators will assist you in scheduling. Although we seek prior authorizations, insurance carriers state they are not a guarantee of payment. You must call your insurance carrier to verify they will cover your procedure.
- If you get lab or imaging tests as part of your appointment which includes pregnancy and genetic tests remember some tests/labs are performed by outside parties; in such cases they bill separately. If you know your insurance carrier only covers certain labs or facilities, please notify our office in advance.
- Prior to your visit, if you have any questions regarding are policies or the enclosed forms please do not hesitate to call us for assistance.

Thank you and welcome to our practice!