



Welcome to OBGYN Ambulatory Practice at Mount Sinai Hospital. We are pleased that you have chosen us to take care of your health, and we will work with you to ensure that you receive the best possible health care! Our goal is to provide excellent care.

The practice consists of various specialties to provide you with comprehensive and compassionate care. Our staffing consist of attendings, residents, physician assistants, midwives, nurses and nursing staff, social workers, nutritionist and administrative staff.

This handbook provides some helpful information about how to navigate our system. We want you to know our expectations of you as our patient, and what you can expect in return from our team! Please take a moment to read through the information. If you have any questions, we are happy to discuss them with you.

Telephone Availability

The OBGYN service at Mount Sinai is available to you at all times, but request that you call during our regular business hours (8am-5pm) at 212-659-8557, unless it is an emergency. For your convenience, our phone is answered 24/7. Calling after hours or on weekends will forward you to our answering service, where you can leave a message or be directed accordingly for an emergency.

Scheduling Appointments

Appointments may be made in person, at the front desk, or by phone by calling 212-659-8557. Due to the complex nature of the specialty care that we provide, we will make every effort to inform you of any delays and give you the opportunity to see one of our other physicians or re-schedule at your convenience.

Co-Payment

A co-payment is due at the time of service and will be collected upon checking in, depending on active insurance coverage. If you have no active insurance coverage, either a Sliding Scale Fee co-payment will be collected, based on your income, or a full visit payment will be collected upon the date of service. Financial assistance may be available for patients with limited incomes who do not have health insurance, or who have used up their health insurance benefits.

Late Arrival for Appointments

Due to our office and ultrasound's full schedule, it is very important that you arrive 15-30 minutes prior to your appointment time to complete your paperwork and to verify insurance eligibility. If you arrive more than 20 minutes late for your appointment, you will likely be rescheduled unless the physician's schedule can still accommodate you. Priority will be given to the patients who arrive on time. If we are unable to accommodate you, you will be rescheduled. Likewise, if you are a new patient and you arrive at the scheduled appointment time and not early to complete your forms as instructed, and it takes more than 20 minutes to complete the forms and the registration process, you may also be asked to reschedule. Please understand that our late policy is strictly enforced out of respect for all of our patients to provide the time and individualized attention each patient needs.

Forms and Letters

Forms may be dropped off with the triage nurse and picked up within 2 business days. We will complete at time of patient's visit if provider can accommodate but it is not guaranteed.

Waiting Room Etiquette

Please work with us to keep our Practice a clean and welcoming environment. Dispose all trash in the designated trash cans and return magazines and newspapers to their original place. Notify a staff member if the patient bathroom is not fully stocked or needs cleaning.

Violence in the Workplace

We will not allow any violent behaviors, threats of violence, or intimidation of any kind aimed towards other patients and/or staff. Should this behavior be exhibited, you will be asked to leave the premise. Continued escalated behaviors or an escalated event of violence may result in discharge from our facility.

Our Partnership with You

What you can Expect from Us:

- To be treated with respect and dignity
- Information regarding delays
- Your records will be kept confidential unless you provide written authorization.
- The option to express your concerns, compliments, or complaints with any of our staff . We will review and follow-up on all of your concerns.

What We Expect from You:

- Respect for our staff and the facility
- To arrive on time for scheduled appointments
- To call the office as soon as you are aware you cannot make an appointment
- To ask questions if directions and procedures are not understood
- To pay all co-payments, co-insurance, deductibles at every appointment, if required
- To provide payment for services not covered by insurance as soon as possible.

My Chart: A New Way to Communicate with your Provider!

My Chart is a secure way to reach your provider on-line for routine questions. Keep in mind, this should not be used in emergency situations. It allows you to view your health summary and selected test results, request prescription refills, and to access various other health resources. If you need assistance with registering for My Chart, please ask. We are happy to help! All you will need is an access code

Prescription Refills

Prescription refills may take up to 2 business days to complete. Please plan ahead. Please make every effort to discuss refill needs during your scheduled appointments. If you need a medication refill before your next scheduled appointment, please call the following number: OBGYN: 212-659-8557. Our staff is unfortunately only able to return your call if there is a problem with your refill. Otherwise, please check with your pharmacy to see when your medication is ready for pick up. Most Prescriptions will be sent directly to your pharmacy, so you will not need to pick up the prescription in clinic. If you have missed an appointment and need refills, your provider may give you a prescription for enough medication to last until your next scheduled appointment. If you miss that appointment, you may not receive more medications until you are seen by your provider during a scheduled visit.

We welcome feedback about your care

If you have any concerns, please contact the practice leadership team. You may receive a **Press Ganey** survey in the mail, asking you about your visit. Please complete the survey. We will use your feedback to make improvements.