

Welcome

to
London
Women's Care



606-878-3240 | www.londonwomenscare.com

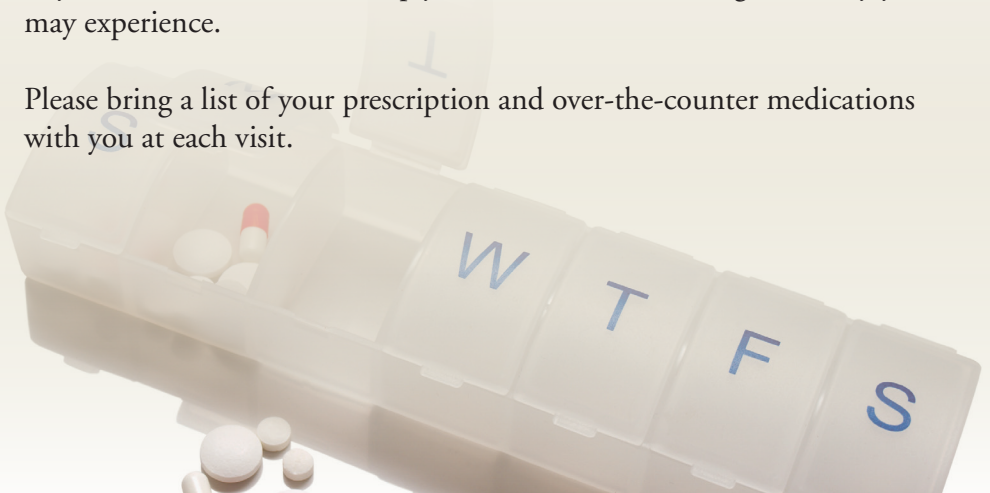
We are honored that you have chosen us as your health care provider. The mission of the physicians and staff at London Women's Care (LWC) is to provide the families of Laurel County and our surrounding service area with the best possible medical and surgical care in a caring, warm and friendly environment at a competitive cost. Everyone on our staff must demonstrate a sincere commitment to this objective, every day.

We will do our best to provide you with same-day office visits and accept walk-ins for first available slots for all sick visits. You will need to bring your insurance card and a photo ID with you for each appointment. Please let our staff know if you have had any information changes since your last appointment. If you are unable to provide us with your insurance card or insurance information, your appointment will need to be rescheduled.

All co-pays and payment for past due balances are expected at time of service. If you do not have insurance to cover your office visit, payment will be due at the time of your visit. We accept Visa, MasterCard, American Express and Discover.

We ask that you allow plenty of time to get to the office for your appointment. You may be asked to reschedule your appointment or see another provider if you are more than 20 minutes late. We will strive to stay on time. From time to time, a patient emergency arises and we may be running late for your visit. You will have the option to re-schedule or stay to be seen and we will keep you informed of how long of a delay you may experience.

Please bring a list of your prescription and over-the-counter medications with you at each visit.



Our office **policy for a missed appointment** is:

- If you miss 3 appointments for a new patient visit, the appointment will not be rescheduled; Because your health is important to us, we usually set aside 30 minutes for a new patient appointment and if you do not keep that appointment, it prevents up to 2 other patients from being seen
- More than three (3) no-show appointments may result in dismissal from the practice.

We understand that appointments sometime need to be changed, so we ask that you call in advance if you cannot keep your scheduled appointment.

Providing the highest quality of professional care to our patients is very important to us. **Therefore the following guidelines for dispensing medications in our office have been established:**

If you are on a medication that requires refills for a chronic disease (for example, high blood pressure or diabetes), you will be given ample refills for 30 or 90 days at a time during your office visit.

When you are down to a 30 day supply of medication, we ask that you call and schedule your follow-up office visit in order to be evaluated and have your medications adjusted or refilled. We ask that you allow enough time for us to make an appointment so you're not without your medication. For the safety and well-being of our patients, requests for new medications (*including antibiotics*) will not be taken over the phone during office hours without an appointment and evaluation by the physician.

We understand that unexpected situations arise, thus a small refill of a chronic medication will be granted for one or two days after office hours on an as-needed basis determined by the physician. This allows patients to be seen and evaluated by the physician during office hours for all their medication refills.

Pain Management means the assessment of pain and, if appropriate, treatments in order to assure the needs of the patients who experience problems with pain are met. Treatment of pain may include the use of medications or applications of other modalities such as, but not limited to heat or cold, and/or physical therapy.

Medication Intervention may include Non-narcotic relief such as Tylenol, Motrin and Naprosyn (NSAIDS); other classes of medications that may be used include topical anesthetics, such as lidocaine patch, corticosteroids, and anticonvulsants.

Narcotic relief such as codeine, hydrocodone, oxycodone will only be used for severe pain and for a short period of time and will be used when the benefits outweigh the side effects of the medication.

Patients may be treated with controlled narcotic medications for a short period of time. Patients who are prescribed a controlled medication will be asked to sign a “controlled medication agreement”. If, after a period of time, the patient is still experiencing pain, the patient may be referred to appropriate pain management specialists.

For those patients experiencing chronic pain, it is the policy of LWC to refer these patients to a pain management clinic, at the discretion of the physician at any time during their treatment.

As preventive measure in the abuse of narcotic medications, London Women’s Care will:

- Ask patients to sign a controlled medication agreement
- Seek narcotic medication history from both your referring doctor, previous doctor and the Kentucky State regulated program known as KASPER.

If you need to reach the physician after hours, you can call St. Joseph-London 606-330-6000. Our office hours for patient care are Monday through Friday 8:00am to 5:00pm.

Welcome to our practice and thank you for choosing London Women’s Care for all your health care needs.

Sincerely,
London Women’s Care Staff

One of our commitments to you is to see you when you are sick. Taking care of you when you need it the most is important to us. When you do not feel well, you want to get better right away. This may lead to an unnecessary trip to the emergency room. Remember, the emergency room is for **EMERGENCIES**. We would much rather you come to see us. This will save you prolonged wait time; save you from a big expense; and possibly keep you from getting admitted to the hospital.

Our office hours are Monday thru Friday, 8 am to 5 pm.

If you are not sure if you should go to the emergency room...**CALL US!**

If you have a difficult time getting an appointment in our office... Let our office manager know and we will help you.

VERY IMPORTANT... If you have a chronic illness (like COPD or Congestive Heart Failure) and you start to get worse, **COME AND SEE US QUICKLY**. If you do, there is a good chance we can keep you **OUT** of the emergency room **AND** out of the hospital.



FIND OUT MORE

You can also call your 24 hour nurse line provided by your insurance company to talk to a registered nurse about general health questions or find additional resources. Those numbers are located on the back of your insurance card.

MEDICAID NURSE LINE NUMBERS

Aetna Better Health KY

Nurse Line 855-620-3924

Behavioral Health Line

888-604-6106

Humana CareSource

Nurse Line 866-206-9599

Behavioral Health Line

877-380-9729

Anthem Blue Cross Blue Shield Medicaid

Nurse Line 866-864-2544

Behavioral Health Line

855-690-7784

Passport

Nurse Line 800-606-9880

Behavioral Health Line

855-834-5651

Wellcare

Nurse Line 800-919-8807

Behavioral Health Line 855-661-6973



DIAL 911 IMMEDIATELY FOR ANY MEDICAL PROBLEM THAT APPEARS TO BE LIFE-THREATENING

Proper care will be provided at the closest emergency room (ER). Remember, ER visits should be reserved for true emergencies, such as chest pain and severe injuries. Seemingly small injuries and illnesses will be examined by urgent care physicians. If greater care is needed, urgent treatment staff will direct patients to the proper healthcare facility.

BE PREPARED

It's a good idea to know where the closest emergency room and urgent care centers are. So if you need immediate care, you'll already know where to go.

Building a relationship with your primary doctor who knows you and your health history is important, especially in those moments when you need help making the best decision on where to get immediate care.

WHAT IS CONSIDERED AN URGENT MEDICAL CONDITION?

Urgent medical conditions are ones that are not considered emergencies but still require care within 24 hours. Some examples of such conditions include:

- Accidents and falls
- Sprains and strains
- Moderate back problems
- Breathing difficulties (i.e. mild to moderate asthma)
- Bleeding/cuts—not bleeding a lot but requiring stitches
- Diagnostic services, including X-rays and laboratory tests
- Eye irritation and redness
- Fever or flu
- Vomiting, diarrhea or dehydration
- Severe sore throat or cough
- Minor broken bones and fractures (i.e. fingers, toes)
- Skin rashes and infections
- Urinary tract infections

URGENT TREATMENT FACILITIES

First Care Clinic London

1752 KY 192
London, KY 40741
606-330-0055
Sunday-Saturday 8am-8pm

Physicians Express Care

148 London Mountain View Dr. #4
London, KY 40741
606-878-1181
Monday-Saturday 9am-5pm

Weekend Express Care

509 Memorial Dr.
Manchester, KY 40962
606-598-8813
Friday-Sunday 9am-8:30pm

Baptist Express Care-Corbin

60 South Stewart Rd.
Corbin, KY 40701
Monday-Friday 8am-7pm
Saturday 8am-6pm
Sunday 11am-5pm

First Care Clinic-Corbin

521 E. Cumberland Gap Pkwy., Suite 1
Corbin, KY 40701
606-261-2054
Monday-Friday 8am-8pm
Saturday-Sunday 9am-4pm

Baptist Health Urgent Care

95 Bryan Boulevard #201
Corbin, KY 40701
606-713-0224
Monday-Friday 8am-5pm

Urgent Medical Care

754 S. Hwy 27
Somerset, KY 42503
606-677-6787
Monday-Friday 9am-5pm
Sunday 12pm-3pm

After Hours Care

350 Hospital Way
Somerset, KY 42503
606-451-2601
Monday-Saturday 9am-8pm
Sunday 1pm-6pm

Baptist Express Care-Somerset

177 Washington Dr.
Somerset, KY 42503
423-207-2415
Monday-Friday 8am-7pm
Saturday 8am-6pm
Sunday 11am-5pm

Baptist Express Care-Williamsburg

589 W. Hwy 92
Williamsburg, KY 40769
606-549-5156
Monday-Friday 8am-7pm
Saturday 8am-6pm
Sunday 11am-5pm



WHAT IS CONSIDERED AN EMERGENCY?

Urgent care is not a substitute for emergency care. In general, an emergency condition is one that can permanently impair or endanger the life of an individual.

Some examples of conditions that require emergency medical care include:

- Severe chest pain or difficulty breathing
- Compound fracture (bone protrudes through skin)
- Convulsions, seizures or loss of consciousness
- Fever in newborn (less than 3 months old)
- Heavy, uncontrollable bleeding
- Deep knife wounds or gunshot wounds
- Moderate to severe burns
- Poisoning
- Serious head, neck or back injury
- Pregnancy-related problems
- Severe abdominal pain
- (Signs of) Heart attack (i.e. Chest pain lasting longer than two minutes)
- (Signs of) Stroke (e.g. loss of vision, sudden numbness, weakness, slurred speech, or confusion)
- Suicidal or homicidal feelings

LOCAL HOSPITALS

St. Joseph-London

1001 St. Joseph Lane
London, KY 40741
606-330-6000

Lake Cumberland Regional Hospital

305 Langdon St.
Somerset, KY 42503
606-679-7441

Manchester Memorial Hospital

210 Marie Langdon Dr.
Manchester, KY 40962
606-598-5104

Barbourville ARH

80 Hospital Dr.
Barbourville, KY 40906
606-546-4175

Baptist Health Corbin

1 Trillium Way
Corbin, KY 40701
606-528-1212

Pineville Community

850 Riverview Ave.
Pineville, KY 40977
606-337-3051

LONDON WOMEN'S CARE FINANCIAL POLICY

Thank you for choosing our practice. We want to make every experience you have with us a positive one. Over the past few years, the practice of medicine has become more complicated for our physicians and patients alike, due to managed care rules and regulations.

Because of the growing complexity of the insurance business, we feel we can no longer assume that patients fully understand the relationship between the insurance company, the doctor and themselves. In an effort to clarify this relationship, we have developed a set of guidelines regarding financial responsibility. If you have any questions, please speak with someone at registration.

- ***You must present your card prior to or at the time of your visit.*** If we do not receive your insurance card before you see the doctor, that visit becomes self-pay fee for service, and full payment is expected at that time.
- ***Co-Payments, Deductibles, and Co-Insurance.*** A co-payment is a set dollar amount you owe for each office visit. Some insurance plans are subject to a deductible and co-insurance. You will be asked to pay

your co-payment, deductible, and/or co-insurance amount at the time of service if your deductible has not been met. We will verify if your deductible has been met with your insurance company about 1-2 days prior to your visit. Co-insurance is the amount required by some insurance plans over and above the deductible amount.

- ***Laboratory and Pathology Fees.*** Many times it is necessary to obtain tissue or perform lab tests to confirm a diagnosis or to determine a course of treatment. If any tissue is removed for a pathology examination or if a laboratory test (blood work, culture, etc.) is done in our office, the actual test is carried out by someone else. **THIS MEANS YOU WILL RECEIVE A SEPARATE BILL FROM ANOTHER DOCTOR, PATHOLOGIST, OR LAB FOR THESE TESTS.** We will attempt to use a service which files directly with your insurance carrier. Some plans do not specify a particular lab to use. It is also not uncommon for insurance carriers to change laboratory or pathology services several times in one year and not notify us immediately. Therefore, you are ultimately responsible for any bill you may receive from the laboratory or pathology service used. If you receive a bill from a lab, please contact that lab directly to resolve any billing concerns.
- ***Forms of Payment.*** For your convenience, we accept cash, personal check, MasterCard, Visa, Discover and American Express.
- ***Returned Checks.*** All returned checks will result in a \$25.00 NSF fee which will be applied to your account. Patient will remain cash only until balance is paid in full.
- ***Estimation of Services.*** We will be happy to give you an estimate of fees when this is possible. Please remember that we can only assure of the exact cost of a procedure on the day of the service when the doctor has determined the actual code being used. The estimate of our charges will not include work done by an outside lab or pathology service.
- ***Collection Efforts.*** We will make every effort to work with you to make payment arrangements should your bill become outstanding. If all the efforts do not bring about a resolution of the account after several attempts, the account balance could be turned over to collections.



London
Women's Care

803 Meyers Baker Road, Suite 200 • London, KY 40741
Phone: 606-878-3240 • Fax: 606-878-4309

www.londonwomenscare.com