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## Professionals for Women's Health



### Appointments Policy

You may make an appointment at any of our three locations by calling the main PWHealth office number at 614-268-8800. You may also request an appointment through our patient portal. The phone receptionist will help you make an appointment that is as convenient as possible.

### Office Locations and Hours

Columbus	Dublin	Westerville
921-B Jasonway Avenue Columbus, Ohio 43214	94 North High Street, Suite 290 Dublin, Ohio 43017	484 County Line Road West, Suite 230 Westerville, Ohio 43082
<b>Monday, Wednesday, Friday:</b> 8:00am-4:00pm <b>Tuesday:</b> 8:00am-7:00pm <b>Thursday:</b> 8:00am-6:00pm	<b>Monday:</b> 10:00am-7:00pm <b>Tuesday, Wednesday, Thursday, Friday:</b> 8:00am-4:00pm	<b>Monday, Tuesday, Thursday, Friday:</b> 8:00am-4:00pm <b>Wednesday:</b> 10:00am-7:00pm

Please state which of our three locations you would like to be seen at and which provider you would like for that visit. Keep in mind your providers are at different offices on different days, but most of the providers go to all three offices and have one late night at a single office every week. Our physicians take time out of the office on a rotating basis to perform surgery and deliver babies.

Please remember to bring your insurance card and co-pay to your visit.

### Routine Appointments, including follow-ups

Please try and schedule your routine exams 8 weeks in advance to get the day, time, and provider you wish to see. We can get you in sooner if needed, but the schedule will be more full with less options.

### Problem Visits

Please describe your problem to the receptionist so the appropriate visit type and time can be scheduled. The receptionist may take a message and have the nurse call you back to schedule a problem visit.

### Same Day Appointments

We do try to accommodate same day appointments. Please try to call as early as possible. Please do not request same day appointments through the patient portal. The receptionist will let you know our availability that day. You will be offered the office and provider that has openings for that day.

We will try to accommodate your schedule, but we cannot guarantee that the time and location we can work you in will be your first choice.

### New Patients

Please arrive 15 minutes early to complete paperwork.

### On-Time Policy

We understand even the most organized person can run late sometimes. If that is the case, please call our office before your appointment time. This will allow us to reschedule your visit for a time that is better for you. If you don't call the following will apply:

- Patients arriving early, on time, or up to 20 minutes late will be seen in the order they were scheduled.
- Sick patients arriving later than 20 minutes will be seen, but will have to wait while we see patients who were on time.
- Routine patients will be given the option to reschedule or can wait for the next available open slot. If no open slot is available, the patient will need to reschedule.
- Please call ahead; "drop ins" are not fair to patients who scheduled in advance.

### No-Show Policy

If you cannot make an appointment, please call our office to let us know. 24 hours notice is needed to prevent a \$35.00 no-show fee. We will immediately reschedule your visit or allow you to call back at a more convenient time. If you have 3 or more no-shows within a 12 month period you will risk being terminated from the practice. We reserve the right to terminate the provider-patient relationship for frequent no-shows, frequent last-minute cancellations and frequent retroactive cancellations.



If you have any questions, please feel free to contact our office at 614-268-8800.

If you need to **cancel** an appointment, please call the office at least 24 hours in advance.

If you need a **same-day appointment**, please call the office; do not use the Patient Portal.