


Complete Women's Healthcare
Clinic Policies

Office Policies Regarding Appointments

Please note if you are later than 15 minutes after your scheduled appointment you will be asked to reschedule. If you need to cancel an appointment, please notify us at least 48 hours in advance. If you cancel within a 24 hour period, you will be charged a \$25 cancellation fee. Our office hours are 7:30 am to 3:30 pm. Patients who have any combination of 3 no shows or late cancellations will be automatically dismissed from the clinic.

Harmony Policy

Occasionally it becomes apparent that a patient and the clinic do not have the same expectations or beliefs about standard of care. Bon Sain Complete Women's Healthcare believes that the relationships between patients and staff should be symbiotic and harmonic; if the relationship does not appear to be one or either of these the patient will be asked to transfer their care elsewhere.

Narcotic Policy

Bon Sain Complete Women's Healthcare professionals will not manage chronic pain or sleep disorders. Narcotic pain medication or sleeping aids will not be prescribed outside of 2 week postoperative period. For any patients with chronic pain conditions, Bon Sain Complete Women's Healthcare will provide a referral to a pain management doctor and work jointly with that physician on management of the condition. Bon Sain Complete Women's Healthcare will not provide controlled substances for management of anxiety type disorders as it is outside the realm of gynecologic practice. We will be happy to make referrals to psychiatrist for management of medications.

Refill Policy

It is of the utmost concern to us that we refill your medications in a timely manner. To minimize problems, we suggest that you call your pharmacy at least a week or 10 days before you expect to run out of medications and ask the pharmacy to contact us for a refill. For patient safety, we do not prescribe antibiotics or certain other medications without office visits, nor do we refill antibiotics or certain other medications without re-evaluating our patient in the office.

Prescription History Consent to Obtain External Prescription History

If needed, Bon Sain Complete Women's Healthcare will pull previous prescription histories in order to provide you with the best possible treatment. By signing below, you authorize Bon Sain Complete Women's Healthcare to view external prescription history via the RxHub service. You also understand that prescription history from multiple other unaffiliated medical providers, insurance companies, and pharmacy benefit managers may be viewable by my providers and staff here, and it may include prescriptions back in time for several years.

After Hours Call

Bon Sain Complete Women's Healthcare uses a nurse triage service for after-hours calls. We are billed a per call charge by the answering service. After hours calls that are not OB and are non-emergent in nature will be charged a \$10 charge.

I have read the above policies and by signing my name below agree to the policies of the clinic:

Signature

Date
