CHAMPLAIN
GYNECOLOGY
Experienced, comprehensive & compassionate care that puts you first

Maria G. Carracino, MD, Anne Dougherty, MD,
Kara A. Flaherty, MD & John J. Gallagher, MD
Phone: 802-879-1802 ♦ Fax: 802-878-6131
Website: www.champlainobgyn.com

Welcome to Champlain Gynecology! We are very happy you chose to join our practice, and we look forward to a long relationship with you. Below is information that will help you understand our practice. Please let us know how we can serve you best - we appreciate and welcome your feedback.

Important Things to Note:

- Scheduling- We require at least **24 hours' notice** to cancel or reschedule your appointment. You can do this by calling the office during the operating hours above. Failure to do so may incur a **no-show fee ($100)** that will be charged to your credit card on file.
  - The doctors also reserve the right to **reschedule your appointment** if you arrive **more than 10 minutes late**. If you have an extenuating circumstance for your absence, please reach out to the office as soon as possible. We will do our best to make exceptions for emergencies.
  - **Multiple no-show fees or late arrivals** may result in a **warning letter** or **referral to a different practice**. Please refer to our Credit Card Policy on the following pages.
- Prescriptions- Prescription refills may take **24-48 business hours** to be called in. Our triage staff **cannot call in** prescriptions for a new medication or medication to treat an acute problem. For these prescriptions you will need to be **evaluated by a provider in the office**.
  - ***Prescription refills will not be called in after hours or on the weekends.***
- Appointments- Problem visits need to be scheduled separately from your routine wellness exam. Please be specific about your needs when scheduling your appointment so we can ensure you are given enough time to address those needs.
  - If you are scheduled for an Annual Physical and you have concerns that are outside the scope of a wellness visit, **your insurance may be charged for additional fees** besides preventative care.
- Billing- You may receive separate statements for your in-office services as well as any lab services. In office statements will come from Champlain Gynecology, and lab statements will come from Quest Diagnostics or the University of Vermont Medical Center.
  - All lab billing (Quest and UVMMC) is separate. If you have questions regarding a lab bill, **contact the number on your statement** as we are unable to troubleshoot these questions.
  - You are responsible for paying these bills in a timely manner. Accounts that are **past due** may be transitioned to **collections** after 90 days and a notification.
  - If you have a credit card on file, it may be **automatically charged** prior to your account going into collections.

The doctors and staff at Champlain Gynecology are committed to high-quality, personalized, respectful, and collaborative health care with our patients. Everyone should expect a safe and caring environment in our spaces. Disrespectful behavior prevents collaboration and ultimately hinders patient care, and is not welcome in-person or over the phone.

Hours of Operation:

Monday: 7:30am to 4:30pm
Tuesday: 7:30am to 4:30pm
Wednesday: CLOSED
Thursday: 7:30am to 4:30pm
Friday: 7:30am to 4:30pm
Please note that our phone lines are not available until 8:30 am.

I HAVE READ AND UNDERSTAND THE POLICIES DETAILED ABOVE.

Printed Name:_____

Signature:_____ Date:_____