

HELDFOND MEDICAL GROUP

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WELCOME TO OUR PATIENTS

Welcome to the office of Heldfond Medical Group, where we delivery state of the art women's healthcare. We understand the importance of gaining your confidence before and during your gynecological and/or obstetric care and are committed to providing you with expert treatment and advice in a pleasant and professional atmosphere.

We are open during the following hours:

Monday - Friday: 9:00 a.m. – 5 p.m.

Closed for lunch from 12 p.m. until 2 p.m.

Nurse Only Visit: 9 a.m. - 11 a.m. and 2 p.m. - 4 p.m.

APPOINTMENTS

Paperwork

New Patient forms that need to be completed can be mailed, faxed or completed from our web site. All forms should be completed before your scheduled appointment; otherwise new patients should arrive 20 minutes early to fill out forms. In addition we will need a current copy of your insurance card and a photo ID.

Day of Appointment

Our goal is for you to be walking into an exam room at your scheduled appointment time. Unfortunately, a wait is sometimes unavoidable because people before you may have a complicated problem. In addition, being late for your appointment or arriving without the needed insurance card or referral form may result in a rescheduled or shorter appointment.

At every appointment we strive to answer all of your questions and concerns. Sometimes a patient will make an appointment for one problem and then have an expanded list when they arrive to the office. Please understand that in those circumstances we may not be able to accommodate all of your needs and you may need to schedule an additional appointment for the remaining issues.

Fit In Appointments

On most days, a physician is available for last minute fit in appointments. But, if an appointment is not available, we will, of course, schedule you under the next available appointment. True medical emergencies will be addressed promptly.

Missed and Late Appointments

If you are unable to keep an appointment, we ask that you kindly provide us with at least 24 hours notice. A \$50 fee may be assessed to your account if you do not show up for your appointment without notice or if we receive a cancellation of less than 24 hours.

If you are late for your appointment, we will make an attempt to accommodate you during the session but cannot guarantee that we will be able to do so. You may be asked to see another doctor, have a wait or your appointment may need to be rescheduled for another day.

Prescription Refills

Routine refill requests, such as birth control pills, must be received at least one business day in advance so that your chart may be reviewed by your doctor. It is best to have your pharmacy call us directly before you are left with absolutely no medication. Calls received after 3 PM may not be addressed until the next business day. It is our policy that we do not provide refills after one year without a scheduled follow-up visit. Some medications may not be refilled at all without further visits.

Our providers prescribe the best medication for your condition and this may be a brand name product. If you require generics, please advise in advance. A generic may not be available for every condition, or there may be other problems such as tolerability.

Billing

All patients are responsible for co-pays, deductibles and coinsurance and charges for services rendered at the time of their appointment. For your convenience, we accept payment by cash, checks, Visa or MasterCard. We will also file your insurance claims for you.

In many circumstances the actual charges will be those determined by your insurance carrier and the payments are regulated by our contracts with them. However, we cannot guarantee that any particular service will be a covered benefit nor can we guarantee that your insurance carrier will pay for services. If you have questions regarding coverage please *call your carrier* for the most up to date information.

Insurance companies have a legal obligation to pay for services within thirty days. When the carriers do not perform within these parameters we will turn to you for payment.

California State Law requires that all co-pays, deductibles and co-insurance be collected. We cannot waive these under any circumstances.

Please see our Financial Agreement for details.

Refunds

All refunds go through our business office, and require on average three weeks.

Parking

Parking is available in our parking structure on Sherbourne off 3rd Street. Unfortunately, we do NOT validate parking. Parking at the Beverly Center is more affordable and is within walking distance to our office.

We thank you for taking the time to read and understand the information included in our Welcome Letter. If you have further questions, please do not hesitate to ask a staff member.

Sincerely,

Heldfond Medical Group