



BUFFALO OB • GYN

OUR MISSION

The doctors and staff at Buffalo OB • GYN are dedicated to comprehensive health care for women. Our mission is to combine the latest technology and clinical expertise to provide compassionate care for women of all ages. We offer routine and high-risk prenatal care, as well as gynecologic services for women from adolescence through menopause.

CONTACT INFORMATION AND HOURS

The office can be reached by phone at 716.633.4575, or fax at 716.633.4576. Staff are available to answer phone calls Monday through Friday, 8:00am - 4:00pm. Extended hours are available for appointments. Please call to find out about our current availability.

PATIENT APPOINTMENTS

We book appointments according to provider and time. Your time is very important to us and we will make every effort to see you according to your scheduled appointment time. To schedule an appointment, please call 716.633.4575.

If you cannot attend a scheduled appointment, please give us at least 24 hours notice. There is a \$40 fee for missed appointments and cancellations with less than 24 hours notice. There is a \$100 fee for surgery/procedure cancellations within one week of your appointment date. Three missed appointments/late cancellations is reason for dismissal from the practice.

IN CASE OF ANY MEDICAL CONCERNS AFTER REGULAR BUSINESS HOURS

Please limit after-hour calls to urgent and emergency needs. If you have an urgent medical problem, call our office at 716.633.4575 to reach our answering service. Please have your pharmacy phone number available when you call. The service will contact the doctor on-call immediately and she will return your call. Call 911 or go directly to the emergency room if you are so ill that you cannot wait for a return call.

LABORATORIES AND HOSPITALS

Some insurance companies require you to go to a specific laboratory or hospital. Please check with your insurance carrier for any restrictions. When possible, we prefer that you use Quest Laboratories. Our doctors are affiliated with Sisters of Charity Hospital.

PRESCRIPTION REFILLS

Please request prescriptions from your provider at your appointments. When you need a refill between appointments, please call with your pharmacy's phone number between 9am and 4pm one week before you anticipate needing it. We may require you to make an appointment to evaluate the need for a change in your prescription, as this will help ensure more accurate diagnosis and treatment.

MINORS

Minor patients will be called in to speak with a provider privately. Per New York State Law, minor patients have the right to confidentiality and the authority to make decisions regarding gynecologic care. However, we encourage minors to involve a caregiver in health care decisions.

CELL PHONE USE

Cell phone use is strictly prohibited in the patient care areas of our office.

PATIENT PORTAL

Our Patient Portal gives you access to your healthcare at your fingertips. Through the online portal you can view test results, make payments, view appointments, exchange secure messages with our staff, and request prescriptions. An email address is required to access the Patient Portal. If you do not yet have access to your portal, please let our staff know.

HEALTH INSURANCE PLAN PARTICIPATION

Buffalo OB • GYN, LLP participates with many insurance companies. It is your responsibility to be aware of your insurance coverage, policy provisions and authorization requirements, as well as network providers, if applicable. Due to relationships between insurers, third party administrators and “umbrella” networks, you are strongly advised to contact your insurance carrier for participating provider information.

We may be able to bill non-participating insurance companies as a courtesy to you. If we have not received payment from a non-participating insurance company within 60 days of the date of service, you will be expected to pay the balance. We will provide you with all necessary information for submitting claims to your insurance company.

If you have insurance coverage with a plan that does not cover mid-level providers (i.e., nurse practitioners or physician assistants) or does not authorize us to bill under a supervising physician, it is your responsibility to make an appointment with a physician or to pay for services provided by the mid-level provider.

COPAYMENTS

Copayments are due on the date of service. We accept cash, American Express, Discover, MasterCard, Visa, personal checks and money orders. Any copayment not collected on the date of service will be subject to an additional \$10 per copay, per month, billing fee.

Most insurance plans require a copayment for office visits and other services, such as tests and injections, to be paid by the insured patient. At times, there may be more than one copayment required. Any questions you might have regarding copayments should be directed to your insurance company.

Many insurance companies waive copays/deductibles for preventative care. As a courtesy to our patients we will submit the claim to your insurance company and send you a bill if your insurance indicates you are responsible. The \$10 service charge will not apply in this situation. Sometimes an additional office visit is billed when care goes beyond the routine screening that is included with a preventative exam. This may result in a bill being sent for an office visit in addition to a preventative exam. Alternately, your provider may ask you to return for another visit so that she may better evaluate an ongoing issue.

SELF PAY PATIENTS

If you do not have insurance coverage, you are considered “Self Pay” and are expected to pay in full for any treatment provided at the time of your service. We accept cash, American Express, Discover, MasterCard, Visa, personal checks and money orders. If you are unable to pay for your service in full, please make suitable arrangements prior to your visit by calling the office manager at 716.633.4575. Please note that the office’s fees do not include the fees for testing. You will receive a separate bill from Quest Diagnostics for any testing sent from the office.

ADDITIONAL FINANCIAL POLICIES

If your account is greater than 120 days overdue it may prompt dismissal from the practice. The account may then be referred to a collection agency. You agree to reimburse us the fees of any collection agency, which are equal to 50% of the debt, and all costs, and expenses, including reasonable attorneys’ fees, we incur in such collection efforts.

OFFICE FEES

Missed Appointment/Late Cancellation	\$40
Missed Surgery or Procedure/Late Cancellation	\$100
Returned Check	\$40
Disability Form Completion	\$5
Non-Payment of Copay	\$10 per copay per month
Medical Records	\$0.75 per page (fee capped at \$50)

PAYMENT

We encourage our patients to discuss their financial circumstances with our billing department at 716.633.4575. We will be happy to assist you with questions and payment plans.