

**BILTMORE OB-GYN
24 Medical Park Drive
Asheville, NC 28803**

Welcome to Biltmore OB-GYN. We are glad you have chosen our practice to provide your obstetric and gynecologic care. In order to familiarize you with how our office works, we are providing this information which we hope you will find helpful.

OUR PRACTITIONERS

Our practice has five physicians, two midwives, and two nurse practitioners. Our physicians are Stacy D. Travis, M.D., Lisa N. Chitour, M.D., Elizabeth S. Garbarino, M.D., Stacey Olney, M.D. and Courtney Cohen, M.D. They specialize in obstetrics, gynecology, gynecologic surgery and infertility. Michelle Tenaglia and Lauren Fountain, our midwives, provide obstetrical and gynecology care. Nan Nussman and Lisa Cotter, our nurse practitioners, perform office gynecology and some infertility evaluation. We function as a team, and we are dedicated to providing you with the best care available.

APPOINTMENTS

In order to serve you most effectively, we see patients by appointment only. Appointments can be scheduled by calling **828-277-7727** between the hours of 8:00 AM to 4:15 PM, Monday through Friday. We schedule appointments up to four months in advance. We recommend calling four months before you are due for an annual exam to ensure that we can accommodate you. If you find that you are unable to keep your appointment, we ask that you inform us at least 24 hours in advance, so that we may make that time available for someone else. You may be subject to a \$50.00 fee should you not show up for your appointment or fail to notify us in advance as stated above. We urge you to be on time for your appointment.

We recognize that your time is valuable, and we make every effort to keep to our schedule. Unfortunately, the nature of our specialty is such that deliveries can occur and surgical emergencies arise during office hours. If this should occur, we try to notify you in advance, reschedule your appointment, or arrange for you to see another one of our doctors or our nurse practitioners. We appreciate your patience and understanding.

TELEPHONE CALLS

Please call during our regular office hours with questions regarding your care, for prescription refills or lab results. Our clinical staff has been trained to answer your questions and will consult with your doctor in this regard. Prescription refills will be completed within 48 hours of notification. Please remember that we cannot refill medications if it has been more than one year since your last annual exam.

EMERGENCIES AND LABOR

If you have an emergency or think you are in labor during office hours, please call the office. If it is after hours, call our answering service at 251-4465 and they will reach the physician on call. Please remember to keep your phone line clear. If your call has not been returned within 30 minutes, please call back to be sure your number was recorded correctly.

FEES

Our practice is committed to providing the best treatment for our patients. Fees are based on the complexity of and time required for your evaluation. Our fees are in keeping with the usual and customary charges for obstetrics and gynecology in this area. **If you have blood work or pathology, such as a Pap smear or biopsy, you will receive a bill directly from the lab.**

INSURANCE AND BILLING

Please be prepared to pay for your office visit and services at the time of your appointment. Some insurance contracts require you pay a co-payment, deductible or a percentage in excess of your allowable. We **must** collect these amounts when you check-in. Financial responsibility for any and all services rendered rests on the patient and her family regardless of insurance coverage.

Our office is currently contracted with Blue Cross/Blue Shield, Cigna, United HealthCare, First Health, Medicare, Medicaid (OB only), Medcost, Mission Health Partners (Tier one), Aetna, Tricare Standard, WellPath, and many of the Crescent products. You must have your insurance card with you at the time of your appointment in order for us to file your charges.

Prenatal care and surgery can often be expensive. We understand that financial difficulties sometimes arise, and we will work with you to develop a payment plan if necessary.

We are here to answer any problems or concerns you have. Please do not hesitate to ask for someone to help you understand any of the above policies.

Sincerely,

Angela Shaw, Practice Manager