

How to Prepare for Your Appointment.

We want to spend as much time as you require during a visit addressing your medical care and clinical issues. Before we can do that we need to properly check you into our system, and prepare your visit in the Electronic Medical Record system we use. If it is your first time visiting our offices, we ask that you arrive no less than 30 minutes prior to your appointment to allow time for all the administrative tasks we need to complete. This includes but is not limited to making sure all your demographic information is correct, your insurance cards are available, your insurance is active, and having you register on our tablet computer systems in the waiting room. If you anticipate that there might be any other special issues to consider or problems to solve our team is ready to serve, but we need you to arrive early for that appointment, in order to keep you as close to on time as possible.

At Potomac ObGyn we want to focus primarily on your medical care. We understand that sometimes the issues surrounding your insurance coverage and financial responsibilities can be complicated and confusing. Trying to understand your plans and policies as they relate to your office visits, hospital care, and pharmacy and lab benefits can be a daunting and difficult task. We strive to provide the best service possible in this arena. Our staff is ready and able to try and answer any questions or concerns you have about your insurance coverage. To do this it is imperative that we have the most accurate and up to date information regarding your coverage. We ask that if you have any changes in insurance coverage you notify us as soon as possible and bring your new cards, so we can keep our billing offices and systems up to date. This will hopefully reduce any unnecessary or incorrect charges being invoiced to you personally.

For our returning patients we ask that you arrive on time for your visits. If you know you have changed insurance, or have some extra administrative needs that we can address at check in, we ask you arrive 15-20 minutes early. If you know you are going to be late or need to reschedule, we ask that you try and call our offices as soon as possible. We will always try our best to accommodate your needs and we will always take the clinical situation into consideration when organizing or rescheduling a late arrival. In order to accomplish this we may need to work your visit back into the schedule at a later time slot, or even a different day.

We have tried to schedule your appointment for the appropriate length of time to provide for all of your needs. As a full service ObGyn practice we often need to accommodate unexpected urgent and emergent circumstances for our patients. This can sometimes affect our timeliness in the office. When these circumstances arise we do our best to keep our front desk aware of these issues, and they will in turn try and let you know how best to limit any inconvenience for you. If one of our Doctors is behind we may at times be able to offer you a more "on-time" appointment with one of the other physicians.