



**Southern Indiana Community Health Care**

www.sichc.org

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Paoli, IN 47454

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### **Welcome to Comprehensive Health Care!**

Thank you for choosing SICHC and congratulations! We welcome the opportunity to serve you. Our goal is to provide you with safe, sound medical care that is sensitive to your unique needs and we have put together a great team to do just that.

We are a unique practice comprised of Family Practice doctors and a Certified Nurse Midwife (CNM) all of whom provide OB services and work closely with nursing and other staff to make sure you are well cared for.

Your health and well-being depends on a partnership between you and your provider and others on the healthcare team. Our partnership is of greatest benefit to you when you bring your medical problems to our attention in a timely fashion, provide information about your medical condition to the best of your ability, ask questions about your care and treatment, come to all of your prenatal appointments and actively participate in your health care management. We want you to feel comfortable in our office and have designed this brochure with information that should help answer some of your questions about our practice. Please feel free to discuss any of the following topics with our staff.

#### **Office hours and appointments:**

The office hours are 8:00 AM to 5:30 PM, Monday, Tuesday, and Thursday

Wednesday and Friday, 8:00 AM to 5:00 PM and Saturday 8:00 AM to 11:00 AM. Closed daily for lunch.

We do not offer walk-in appointments, but you may call and talk with a nurse and we will work with you to schedule your appointment in a timely manner. Sick or urgent OB patients are given priority and can often be worked in the same day. We ask that you make every effort to arrive on time for your appointment. If you are running late, we appreciate a phone call to let us know if you are on your way. If you are 15 minutes late, you may need to reschedule. If it is necessary to cancel an appointment, call the office as soon as possible to reschedule. This will allow others to get an earlier appointment or allow us to fill the space with an urgent appointment without affecting other scheduled appointments.

Please allow sufficient time for your visit. It takes time to check in, take your vital signs, address your needs with your provider, do lab tests, and schedule a follow up appointment. First and second OB visits take longer because of the health history, education and exam. Follow up OB appointments are usually quicker. We make every effort to keep things running smoothly but other mothers in labor, very sick children and numerous other things can cause delays. Please be patient. We know it can be frustrating and you may ask staff what your estimated wait time will be and reschedule if you prefer.

#### **Payment Policies**

**Billing:** At the time of your first OB visit you will be expected to pay a \$100 down payment on your global OB charge. Services are charged as a global fee which includes your prenatal visits, urinalysis, Provider's charge for delivery, and postpartum visit. It does not include ultrasounds, labs and any visit not related to your pregnancy. In cases of cesarean delivery, the charges will be billed individually. We will verify your coverage with your insurance company and will set up a payment plan for any amount that will not be covered by them.

**Insurance:** Our office will file your charges to your insurance for you. Please keep the business office informed of any changes in your insurance status. Although we will assist you in processing your claim, payment of the bill is ultimately your responsibility. We are currently participating providers for **most major insurance carriers, and OB Medicaid: traditional and MHS. We do not take MDwise. If your Medicaid is a plan that we are not participating with, you will be expected to contact Medicaid and have your coverage switched to one of the plans we participate with.**

**Uninsured: We can help you with Presumptive Eligibility for OB Medicaid (you will have 30 days to complete the process).**

**Self-pay:** At the time of your first visit you will be expected to pay \$100 down payment on your OB charges. We have a self pay discount and sliding fee scale called CHAP which you may qualify for. Bring proof of income with you to apply for CHAP discount of between 25 and 75% off.

**Emergencies:** Our physicians are available during clinic hours and share night/weekend call. We have an answering machine available for NON-URGENT messages. If you have an URGENT crisis, please go to the nearest emergency room or call 911 for assistance. The emergency room physician will evaluate your medical problem and consult with our on call provider when necessary. **If you are uncertain what to do, please call our office 812-723-3944 and a nurse can give you advice on how to proceed. If the office is closed, you can call IU Health Paoli Hospital at 812-723-2811 and ask for OB.**

**Hospitalization:** When hospitalization is required, your physician or midwife will provide services at **IU Health Paoli Hospital**. The fees for services provided by the hospital (radiologist, emergency room physician, pathologist) are all billed separately from the services provided by the providers of our office. To assist the hospital in filing your insurance claims, be prepared to supply information regarding your insurance carrier at the time of admission. Also, if your insurance carrier requires pre-authorization for admission, inform your provider of this requirement at the time your hospitalization is scheduled. If needed, Cesarean sections and tubals are done at IU Health Paoli Hospital. We are not able to offer VBACs at this time.

**Consultations and Procedures:** There may be times when the provider must refer you to a specialist. When you are referred to a specialist in consultation or when you have a medical/surgical procedure scheduled, many insurance companies require pre-authorization. Please let us know each time your insurance company requires pre-authorization.

**Pap Smears:** Breast and pelvic examinations are encouraged **annually**. However, Pap smears, Chlamydia and Gonorrhea cultures may or may not be indicated depending on a patient's age, sexual activity, and family history. Recommendations are constantly changing with regard to Pap smears and cultures. If a Pap smear is recommended during your visit, it is our policy to contact you by mail or a phone call to discuss your Pap smear results. Some Pap smear results require additional testing to check for presence of a virus called Human Papilloma Virus (HPV). If your Pap smear is abnormal, and this additional testing is required, please understand this may not be covered under most "Wellness Benefits" from insurance but rather "Medical Benefits" and may be subject to deductible or co-insurance.

**Prescription Refills:** We prefer for medication refill requests to come through your pharmacy. Please call the pharmacy for a refill when you have at least **14** days of the medication remaining to avoid waiting unnecessarily at the pharmacy, missing any of your doses, or having your refill denied. It is our policy to deny refills on medications if you have not been seen in our clinic in the last 12 months. Some medications require more frequent surveillance. If you have any confusion about whether or not to continue a medication that does not have any refills, PLEASE CALL our office and we will give you the proper advice. Written prescriptions for controlled medications can be picked up at the office with a driver license or other form of ID.

### **Patient's Responsibilities**

Patients have the responsibility to give honest, accurate and complete medical history information. Patients have the responsibility to make sure that they understand what the doctor is saying and if not, ask questions for clarification. Patients should report any significant changes in their health to their provider. Patients have the responsibility to understand their own insurance benefits, coverage, co-payment responsibilities and obtaining referrals and authorizations.

### **Concerns & Complaints**

We value you and want you to be satisfied with the service, care and treatment that we provide. If you have any concerns or complaints please calmly and respectfully let us know as soon as possible. You will be given an opportunity to talk to a member of our office staff most familiar with the subject of your concern or complaint. We will strive to immediately address your concern or resolve your complaint. If we are not able to immediately provide you with a response, we will tell you when you can expect to receive a response from us. Please be assured that your future care and treatment will not be compromised by letting us know your concerns.

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