

DISCHARGE POLICY

Pineview Gynecology reserves the right to end our Patient/Provider relationship if the following events occur:

- ❑ Repetitive missed appointments or canceled appointments within 24 hours of a scheduled appointment.
- ❑ Failure to respond to our office attempts to contact you either by phone or letter.
- ❑ Failure to pay a balance due in a timely manner as outlined under our "Financial Responsibility".
- ❑ Other situations as identified by a provider include drug seeking, noncompliance, or disrespect of an employee, etc.

PINEVIEW GYNECOLOGY OFFERS:

- ❑ Annual Exams
 - Contraceptive Options
 - IUD Insertions/Removals
- ❑ Nexplanon Insertions/Removals
 - Minor In-Office Procedures, such as:
 - Hysteroscopies
 - Endometrial Ablations
- Ultrasounds On-Site
- Evaluation/Treatment of Abnormal Pap Smears
- Diagnosis and Treatment of Gynecological Related Problems

We look forward to serving you!

WELCOME!

Thank you for choosing Pineview Gynecology for your gynecological health care needs. We take great pride in our work and in our surroundings. We want you to feel welcomed and comfortable when you visit our office. Our knowledgeable, experienced staff at Pineview Gynecology looks forward to establishing a lasting relationship with you. This practice specializes in office gynecology.

ABOUT OUR PROVIDERS

Cynthia L. Walsh, MD, FACOG

Dr. Walsh is board certified by the American Board of Obstetrics and Gynecology, and is uniquely qualified to diagnose and treat your gynecological concerns with an emphasis on preventive care.

Pineview Gynecology has 3 board certified Nurse Practitioners who work closely with Dr. Walsh to ensure our patients receive the best possible care in a timely fashion.

Brooke Rhodes, MSN, FNP - BC

Anne Snyder, MSN, FNP-BC

Emily Manecke, MSN, FNP-BC

Pineview Gynecology offers on-site gynecological ultrasounds to our patients by our certified ultrasoundographers.

Danielle L. Sicina, RDMS

Michelle Kucera, RDMS



Office Hours:

Monday-Thursday
8:00am-4:30pm
Friday 8:00am-1:00pm

PRACTICE ADDRESS:

1322 Pineview Drive
Morgantown, WV 26505

Log into your PATIENT PORTAL:

www.portal.pineviewgyn.com

To Request Prescription Refills
To View Upcoming Appointments
Notification of Normal Results
To Request Mammogram/Lab orders

PHONE NUMBERS:

304-599-8790 Appt. Scheduling
304-599-8792 Nursing Line
304-581-6901 Billing Line
304-599-8795 Fax Line
304-599-8790 Texting

WEBSITE:

FINANCIAL RESPONSIBILITY

Payment is due, at the time of service, for medical care and services that are not covered by your insurance. This includes all copays, coinsurance, and deductible amounts including any balance remaining on your account. You are required to pay these as part of your agreement with your insurance company.

Pineview Gynecology accepts payment in the form of cash, check, debit or credit card, or Care Credit. We keep a credit card on file for copays and balances.

Failure to make payment at check-in will result in re-scheduling your appointment.

Self-pay patients must pay prior to the visit. Any difference in the level of your appointment (as determined by your provider, labs, or tests), will be collected at check-out following your appointment.

Elective procedures are to be paid in full prior to the procedure. An estimate will be provided to you by our billing department. A fee for office Ultrasound or Affirm test done the same day will be collected at check out.

It is always recommended that you contact your insurance company, prior to your appointment, to confirm Dr. Walsh participates in your plan and what your responsibility is as a patient.

Patients who do not pay their balance, in a timely manner, will be sent to Debt Collection Partners.

Any billing questions can be directed to our Billing Manager at 304-581-6901.

LATE ARRIVAL, CANCELED OR MISSED APPOINTMENT

In the event you arrive late for your appointment, you may be rescheduled.

We make every effort to honor all time commitments and requests and ask that you extend the same courtesy to us.

If a scheduled appointment cannot be kept, please call or text the office at 304-599-8790 at least 24 hours in advance. For surgical appointments, please notify us at least 48 hours in advance.

Missed appointments or canceled appointments, with less than 24 hours before the scheduled appointment time, will be charged a missed appointment fee as follows:

\$25.00 - for annual or follow-up appointments
\$50.00 - for appointments involving procedures

PRESCRIPTION REFILLS

If you need a prescription refill, before your scheduled appointment, you may request one by logging on to the patient portal at www.pineviewgyn.com. Please allow 48 hours for processing.

PATIENT PORTAL

We encourage all patients to use the patient portal to help us provide more efficient care. A patient portal is a secure online website that gives our patients convenient 24-hour access to personal health information from anywhere with an internet connection. During check-in, we will request an email address. Within an hour, a username and password will be generated and sent to the email you provided (be sure to check the spam folder). By selecting the link provided in the email, you'll log-in with the username and password provided. You will then be prompted to reset your password. Your temporary password must be changed within 30 days or it will expire.

The patient portal will allow you to:

- Request prescription refills
- Be notified of normal results including, PAP Smear, Urine Culture and Ultrasound Results
- Receive appointment reminders
- Request non-urgent appointments
- Exchange secure email with your provider
- Receive and view notifications on lab and test results
- Update demographic and insurance information
- View education material
- Receive notification when your requests have been completed

APPOINTMENT SCHEDULING

Our office sees all patients by appointment only. To schedule an appointment, please call 304-599-8790 and press 3.

LAB AND TEST RESULTS

If you have not been notified of your test results,
please contact us at 304-599-8792.

