

Monday, December 9, 2019

Dear be. Family,

We pride ourselves on having a dynamic team of providers, nurses, and staff. Although it goes without saying, one of our responsibilities is to ensure the health of our obstetrics patients through delivery and beyond. Despite the many providers, our physicians and midwife sometimes have to drop what they're doing here in the clinic to attend the birth of the newest be. baby.

Unfortunately, babies don't care about our schedules at the clinic...when they're ready, they're coming! That means that these deliveries can impact the schedule at the office. There are also times when a patient needs emergency surgery. While these are rare, they can also impact the clinic's schedule.

If your provider is unavailable for your appointment, due to a delivery, emergency surgery, or other unexpected event, your appointment may need to be adjusted. You may be asked to see another provider or reschedule for another day. If we initiate a schedule change like this, you will not be charged a late rescheduling fee.

Please know that we do our very best to ensure that deliveries do not impact the clinic's schedule.

To help us reach you before your appointment, please make sure we have your current phone numbers (including your cell) on file. Save the clinic's number in your phone so you know it's us calling. Our main line is 940-365-9001.

If you have any concerns about your appointment, either before or after, please reach out to Ashlee, our Patient Experience Manager. Her job is to ensure your experience is the best it can be. She can also connect you with the appropriate person, should you need to speak with a senior-level staff member.

Thank you for your understanding!

be. Women's Health & Wellness

Please sign and date below that you have read and understand.

Signature: _____

Printed Name: _____

Date: _____