

# CYNTHIA MACE-MOTTA, D.O.

Thank you for selecting us for your obstetrical and gynecological care.

Because we feel it is not optimal medical practice to prescribe a course of treatment or care without a patient assessment, we have a policy of not providing medical care or advice over the telephone. If you have a medical concern or issue you will be asked to schedule an office visit to address this concern. As an obstetrical patient you may have general questions and concerns as your pregnancy progresses. You may wish to keep a list of these concerns to discuss at your regular scheduled visit. We have anticipated some of the most common concerns and provided you with a book "Your Pregnancy and Birth" and an approved medication list.

If you have an urgent medical issue that requires attention after hours you should proceed to the emergency room or nearest urgent care center. If you are an obstetrical patient greater than 20 weeks gestation you will need to go to Labor and Delivery for assessment. The Labor and Delivery staff will reach Dr. Mace-Motta or the doctor on call with the results of your assessment. If you are less than 20 weeks gestation you may proceed to the Emergency Room.

Prescriptions will not be filled or refilled after hours. Please call our office during normal business hours for refills. Lost prescriptions will require a \$10.00 replacement cost and you will be required to come to the office to pick it up.

Our main telephone line 972-401-1563 is answered 24 hours a day. After hours calls may be triaged by a licensed extended care provider at a cost of \$10.00. Calls returned by the physician are \$20.00. Please understand that your insurance carrier probably will not cover this service. Therefore these fees will be billed directly to you. This notice fulfills our obligation to any managed care insurance carriers that require advance notice for a non-covered service and will be the only notice given regarding this fee. Some insurance carriers offer after hours nurse telephone advice to their members and do not charge a fee for this service. This may be another option available to you.

By signing this document, you acknowledge receipt and acceptance of these policies.

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signature

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date