



Women's Medicine Collaborative

A program of The Miriam Hospital

Lifespan. Delivering health with care.

GENERAL OFFICE POLICIES

Thank you for choosing Women's Primary Care. We are committed to providing each patient with comprehensive personalized and professional care. We hope the following information will answer some of your questions and help you understand how our office operates.

Office Hours

We are open Monday through Friday. Phone calls are answered by our care team Mon. through Fri. 8:30am - 4:30pm.

After Hours

An on-call provider is always available after hours for urgent medical questions. Prescription refills, appointment scheduling/cancellation, and lab/test results should be handled during routine office hours only.

If you have a life-threatening emergency, call 911 or go immediately to the nearest emergency room.

Patient Portal

MyLifespan is a secure, password protected site. The portal provides you with access to many components of your medical record including lab results, immunizations, upcoming appointments, and you can use the portal to contact your provider.

The portal should never be used to communicate urgent matters. A member of the care team will reply in 48-72 hours.

If your matter is urgent, please call the office. Sign-up at your next appointment or go to www.lifespan.org/mylifespan

Scheduling Appointments

Appointments can be scheduled by phone, in person, or by requesting a non-urgent appointment using the MyLifespan patient portal. We do not offer walk-in appointments. If you are experiencing a medical emergency, please call 911.

MyLifespan patient portal appointment requests are available for non-urgent matters. The office will respond to your request in 48-72 hours. If you are looking for a same day appointment, you must call the office. Every effort will be made to have you seen by your assigned provider, but if unavailable, you will be scheduled with another member of our team.

Patients arriving later than 15 minutes for their appointment or without paperwork completed, may be rescheduled. Please contact the office as soon as possible if you cannot make your appointment time.

Cancellation Policy

We realize patients may need to change their appointments. We kindly request 24-hour notification of cancellation for appointments so we may offer that time to another patient. A cancellation less than 24 hours before an appointment is considered a "missed appointment". If you have three (3) missed appointments, you may be dismissed from the practice.

Our Model of Care

Please read the enclosed description of visit types. We offer virtual visits. As health care adapted to necessary changes during the Covid-19 pandemic, our patients shared with us how much they enjoyed the telemedicine option. When appropriate, we offer telemedicine appointments for added convenience – no need to find childcare, get stuck in traffic, or leave your home. We bring the appointment to you! If you prefer a virtual visit, let us know.

Chaperones

We are committed to providing all patients with a safe, comfortable environment. A member of your care team will be present as a chaperone during sensitive physical exams. If you would prefer not to have a chaperone present, please let your provider know.

Medication Refills

You are generally prescribed enough medication to last until your next scheduled appointment. Medications (other than narcotics, stimulants, benzodiazepines, and sleep aids) will be approved for a refill if you are a current patient actively in treatment with a prescribing provider. Actively in treatment is defined as having had at least one (1) visit in the past twelve (12) months.

Check your prescription bottle or with your pharmacy to see if additional refills are already authorized. Your pharmacy will most often contact our office for routine refills. If additional refills are not authorized, please have your pharmacy send an electronic refill request to us directly.

We ask that you provide us with at least 3 working days for refill requests.

If you require a new medication, please contact our office via the patient portal or by telephone.

Controlled Substances

We are working hard to ensure that controlled substances are prescribed in the safest manner possible. For this reason, we do not prescribe controlled medications such as narcotics, stimulants, benzodiazepines, or sleep aids at your initial visit. We need to obtain prior medical and pharmacy information to prescribe these medications. Controlled substances will be refilled based on the below criteria:

- a. Narcotics and Stimulants: the patient must attend an appointment every three (3) months unless otherwise agreed to by the patient and provider.
- b. Benzodiazepines and Sleep Aids: the patient must attend an appointment every six (6) months unless otherwise agreed to by the patient and provider.

Antibiotics

It is our policy that we do not prescribe antibiotics over the phone. We feel it is important to include a physical exam in the decision to prescribe these medications. For this reason, we will make every effort to see patients for sick visits quickly.

Test Results

All test results will be communicated through the MyLifespan patient portal, by mail, or by telephone as appropriate. To sign-up for the MyLifespan patient portal go to: www.lifespan.org/mylifespan

Medical Forms

We do not charge a fee for completing health-related forms. However, please contact your provider in advance and allow **7 working days** for the completion of any forms. You may need an appointment to complete your form. If so, you are responsible for any co-pay.

Insurance Referrals

Please allow **7 working days** for us to complete an insurance referral.

Insurance

If you plan to switch medical insurance to a different carrier, please call us first to verify we participate with your new plan.

We Are an Academic Practice

An academic practice means that our physicians are faculty at Brown University's Internal Medicine Residency program as well as The Warren Alpert Medical School and that our nurse practitioners are instructors at local nursing schools. We often have medical students, nurse practitioner students, and resident physicians working in our office. Resident physicians have their medical degree and are completing their training in internal medicine. Your provider will always see you during the visit, but please let us know if you prefer not to see a student or resident physician.

Research

As women have been historically underrepresented in clinical research, our team thrives to research various disorders in women to find answers and provide evidence-based quality care; and lead the way in advancing the care of women. Knowledge starts with you! You may be contacted to participate in a research study and to check your eligibility for ongoing studies. Participation in research is always voluntary; however, it is greatly appreciated. Contact us at **(401) 793-7398** or email **WMCResearch@lifespan.org** if you're interested in learning more about our ongoing studies or to check whether you may qualify for any of our ongoing studies.