



## Women's Hormone Center of Northern Virginia, PC.

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Gynecologist, NAMS Certified Menopause Practitioner

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Dear Ms. \_\_\_\_\_ Today's Date: \_\_\_\_\_

Your Appointment Date: \_\_\_\_\_ at \_\_\_\_\_

Thank you for making a new patient appointment with our practice. It is our desire to give you the best health care possible. As you know good care usually takes time, so we want to streamline the non-medical part of your visit as much as possible so that there is more time left for the medical part. Therefore, we have enclosed some information and forms with this letter so that we can be prepared in advance for your visit. Please fill the forms out completely and either mail them back to us or bring them with you to your visit. **PLEASE, be sure to include all medicines that you take and the DOSES of those medicines.** Since in many cases, your visit may be many weeks away, it might be best to mail them now, since some of us tend to forget things over time. Please always plan to arrive for your visit about 15 minutes early for last minute paperwork. A map to our office is enclosed for your convenience. And please, never underestimate the traffic! You will also find directions and other information on our web site listed above.

Please also read our office policy sheet carefully. All this information is important and knowing this information should help us work efficiently together. Please be aware that it usually takes me about one hour to see a new thyroid patient. If you also are newly menopausal, that can add another half-hour, occasionally more. Please realize that I try to be as efficient as possible, knowing that you are charged by time spent. Fortunately, subsequent visits are much shorter, usually 15 to 30 minutes. If you foresee that you will require a more extended follow-up visit to address multiple issues, please let us know in advance so that we can arrange extra time for that visit.

Since we hold an hour slot for all new patients, and we do not double book time slots, we greatly appreciate that you not cancel a new appointment at the last minute. If you find that you need to cancel a new appointment, please do so at least 48 hours in advance. Because missed appointments are very costly to us, please be aware that there is a non-refundable fee of \$100 to reschedule a new appointment after a prior new appointment was missed or cancelled in less than 24 hours. Your courtesy about this matter is greatly appreciated. Please also realize that the next new patient slot may be several weeks away.

If you are coming for routine gynecologic care, visits are usually annual and easily planned. However if you are coming for thyroid management, please realize that we will need to do several follow up visits, on average once every 4 months or so until you are well. I strongly encourage you to make your next follow up appointment at the time of your visit. That way, we get you well (hopefully), as quickly and efficiently as possible. I generally give enough medicine to cover you until your next follow up appointment. If you are late to schedule that follow-up appointment, you will run out of medicine. Please be aware that there is a \$25 charge to call in refills when this occurs and we will only do so once without seeing you. Again, being late for follow ups delays your getting well and waste's everyone's time.

If you do need to cancel an appointment, please let us know as soon as possible, preferably 48 hours notice at least, so that we can reschedule you as soon as possible. There is a \$50 fee for no shows. Because wasted appointments are inefficient for all of us, patients who repeatedly no show for appointments will be discharged from the practice. If you will be more than 20 minutes late for your visit, please call to make sure we will still be able to fit you in, or if it would be best to reschedule. Please see our separate Financial Policy for more specifics.

Please know that as of March 1, 2006, we no longer participate with any insurance company. An exception to that is for an occasional surgery that I may need to do. Therefore, just in case it may be needed, please bring your card with you so that we can bill them for that surgery for you if necessary. However, for the large majority of visits, full payment will be expected from you at the time of service, and we will give you a "Superbill" receipt that you will send to your insurance company to be reimbursed as per your contract with that company. It is helpful if you can tell us at the time of your visit how your insurance company would like the visit coded to maximize your reimbursement. Codes cannot be changed after the fact. In addition, we have opted out of the Medicare system, and thus Medicare does not pay you or us for our services. However, any labs that we do on Medicare patients are billed directly to Medicare as usual. So please do bring your Medicare card to your visit. Please call if you have questions about that.

Also, if you have recently had a thyroid test, cholesterol test, or a bone density test done, please bring those records with you to your visit so we don't have to repeat them.

Ample free parking is available within the office complex.

I apologize for sounding like the Gestapo about making appointments, but because we tend to spend a lot of time with each patient, we like to run efficiently and don't like to waste your or our time. Welcome and thank you for your confidence. We look forward to meeting you and hopefully helping you be and stay healthy.

Sincerely,

Donna Hurlock, MD

**TO MAKE YOUR FIRST VISIT MORE EFFICIENT, PLEASE FILL OUT ALL THE ENCLOSED FORMS IN ADVANCE AND BE SURE TO BRING THEM WITH YOU TO YOUR FIRST APPOINTMENT!**