

Gynecology Solutions, LLC
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Welcome to the practice of Karen E. Kennedy, MD, specialty of Gynecology!
We hope you will find our office friendly and efficient. We will do everything possible to make your visit with us comfortable. We look forward to developing a health care relationship with you. Please read the following information about our office procedures to help your visit run smoothly. We recommend you file this information for future reference at home.

Office Hours and Appointments

Hours of operation are:	Monday/Tuesday/Wednesday	7:00 a.m. to 4:00 p.m.
	Thursday/Friday	7:00 a.m. to 12:00 p.m.

Phones are off from 12:00 p.m. to 1:00 p.m. on Mondays, Tuesdays and Wednesdays.

New patients are asked to fill out their medical history in the patient portal and arrive 30 min. early for some short paperwork. If not done on the portal, arrive 45 min. early to complete paperwork. Your attention to the details on our patient history forms assists our office in providing the best care for you. If you are late for your appointment, we will reschedule. If you need to cancel an appointment, please notify our office more than 24 hours before the appointment time. This courtesy is appreciated not only by our office but other patients as well. If a second appointment is missed without canceling more than 24 hours beforehand, you will not be able to be seen at this office. We will charge patients for not notifying us more than 24 hours before an appointment of a cancellation or change.

Financial Policy

Payment for the appointment, including **co-pays, deductibles and percentages** of charges are collected at the time of service. We accept **checks, cash, MasterCard & Visa credit cards**. **Non-covered services**, as identified by your insurance plan, will be considered the patient's responsibility. Self-pay payment in full is expected at time of service.

Our office has a billing representative who is available during regular business hours to discuss pre-payment for surgeries should you desire this information.

Note: Pap tests and/or lab tests are routinely sent out to a local or national lab. The lab/pathology will bill separately for these services. **It is important that your insurance information is current and correct for this billing to occur smoothly and to know the participating lab required by your insurance plan.** The lab/pathologist will bill you directly if your insurance does not cover this service or if you pay privately (no insurance).

Karen E. Kennedy, M.D., P.A.

Insurance Policy

Thank you in advance for bringing your most up to date insurance card with you to your scheduled appointment. Copies will be made for our records.

We can bill your claims if we are a participating provider with your insurance company. However, please note...if your insurance company does not remit payment within 45 days from the date of service, your personal payment of the bill in full is expected, unless other arrangement have been made with our office. Should your insurance pay after your payment is received, you will receive a timely, full refund.

Payment in full is expected at the time services are rendered **if we are not a participating provider** with your insurance company.

Authorizations

If your insurance company requires an authorization from your primary care physician, please obtain this before the appointment.

After Hours

After office hours, there is an answering machine for the office where general messages may be left. Patients are asked to contact our office during office hours to reschedule an appointment. For prescription refills, a message may be left for simple refills. Dr. Kennedy may be reached in emergencies by calling the Doctor's Directory at 850-444-5305.

Results

Tests ordered by the office will be posted on the portal by two weeks after the test is performed. Patients should check the portal for all results. If a result requires discussion, an appointment will be made.

Family Members

We are able to accommodate an extra family member attending the patient. Often the visit runs more smoothly if there are not many family members present. Please make arrangements for small children to be attended by another caregiver. Babies who can remain in their carriers are welcome.

Again, we look forward to providing you the best gynecological care for your health.

Karen E. Kennedy, M.D.