

YOUR SURGICAL TEAM

PRE-OPERATIVE TEAM:

Our surgical scheduling team will coordinate, schedule and prepare you for your surgery. We will work directly with your surgeon and are available to assist you throughout your surgical process. Please do not hesitate to contact them at any time.

(301) 770-4967 ext. 125
(301) 468-0368 fax
www.whspecialists.com

OPERATIVE TEAM:

SURGEONS

Albert J. Steren, M.D., FACOG
James F. Barter, M.D., FACOG
Diane J. Snyder, M.D., FACOG
Carolynn M. Young, M.D., FACOG
Amy Levav, M.D., FACOG

Other members of your operative team may include hospital staff, a physician assistant or resident and the anesthesiologist.

POST-OPERATIVE TEAM:

Our highly trained nurse practitioner works closely with your surgeon and is intimately involved in your postoperative care while you are in the hospital.

Our Triage Nurses are available to assist you at anytime regarding any medication issues, results, emergencies or clinical problems that may arise either pre-operatively or post-operatively.

(301) 770-4967 ext. 130

DISABILITY FORMS

If you would like to request a letter of leave for work, we will be happy to provide you with a letter from your physician confirming your date of surgery, the hospital and the approximate date you may return to work. If your employer requires specific forms filled out, you may have them faxed or mailed to:

Women's Health Specialists
Attn: Disability
6301 Executive Blvd.
Rockville, MD 20852
(301) 770-3209 Fax

Please leave instructions as to the specific dates, the amount of time you are requesting off, and where to return your completed forms. Your signature is required giving the practice permission to release your medical information. Disability forms are very specific and require us to provide your diagnosis and your surgical procedure. Please allow 2 to 3 weeks to complete your forms. Requested information sometimes is available only after your surgery is completed. There is a **\$25.00 administrative fee** for filling out disability forms, which covers our administrative expenses and providing your medical records when indicated. You can contact our billing manager should you have any questions regarding our fees at **(301) 770-4967**

PREPARING FOR SURGERY



WOMEN'S HEALTH SPECIALISTS
OF MONTGOMERY COUNTY, P.A.

Albert J. Steren, M.D., FACOG
James F. Barter, M.D., FACOG
Diane J. Snyder, M.D., FACOG
Carolynn M. Young, M.D., FACOG
Amy Levav, M.D., FACOG

SURGERY

At Women's Health Specialists, we care about you and your family and understand that preparing for and having surgery can be very unsettling. Our unique surgical team is committed to providing you with the highest quality of care and is here to make this process as easy for you as possible. This brochure is a guide through the surgical process. We look forward to working with you. Please feel free to call should you have any questions during this process.

Fondly,

The Women's Health Specialists
Surgical Team

(301) 770-4967 ext. 125
(301) 468-0368 fax
www.whspecialists.com

6301 Executive Boulevard
Rockville, Maryland 20852
301-770-4967

GENERAL INFORMATION

The surgical staff spends the majority of the day on the phone. To eliminate the frustration of calling and getting a busy signal we have provided you with a voicemail system that offers you access around the clock. We realize that there may be times when you are unable to speak discreetly, so please feel free to leave a private, detailed message anytime. In most cases, you will receive a return call within two business days. Providing us with a detailed message allows us to begin or sometimes even complete the scheduling and precertification of your procedure.

You may receive a call after hours. Providing us with an evening or cell phone number would be very helpful. Our goal is to schedule your case as quickly and as efficiently as possible. We appreciate your patience during this stressful time.

SCHEDULING YOUR SURGERY

The scheduling process begins after your visit with the surgeon. Your surgeon reviews your chart, provides the surgical orders to our pre-operative surgical team. The pre-operative team then begins coordinating the surgeon's orders with the hospitals, your insurance company and other affiliates needed in planning your surgery. Within 3 to 5 days after your visit, a coordinator will contact you offering several dates from which you can choose. We understand you are anxious to schedule your procedure and that you often have family scheduling issues that you face when planning your surgery. We are happy to accommodate your needs as much as possible and appreciate your flexibility.

IT IS EXTREMELY IMPORTANT TO PLAN AND CHOOSE YOUR DATE CAREFULLY!

We understand that the "unexpected" can arise and that changes may need to be made. It is very important to limit as many changes as possible. Any change in your procedure can affect every procedure scheduled that day.

ONCE YOU HAVE CHOSEN YOUR SURGERY DATE, ANYTIME YOU MUST RESCHEDULE THE DATE OR TIME OR CANCEL YOUR SURGERY YOU WILL BE CHARGED A \$50.00 ADMINISTRATIVE FEE.

THE HOSPITAL CANNOT RESCHEDULE OR CANCEL YOUR SURGERY. YOU WILL NEED TO CONTACT OUR OFFICE AND SPEAK WITH OUR SURGICAL TEAM TO MAKE ANY CHANGES.

Once you have selected your surgical date, you will receive a surgical packet that will contain your surgical confirmation, pre operative and post operative instructions.

IT IS IMPORTANT TO READ AND FOLLOW THESE INSTRUCTIONS CAREFULLY PRIOR TO SURGERY!

Once surgery has been confirmed, you may be contacted with a new arrival time. This only happens if another case has been moved, or a conflict with equipment needed for your procedure arises. We apologize for any inconvenience and appreciate your flexibility.

INSURANCE AUTHORIZATION

Your pre-operative team will contact your insurance company to obtain verification and authorization for your procedure. It is imperative that we receive accurate insurance and demographic information. Please notify us immediately should you have a change in policy so we may obtain the proper authorization for your procedure. Please be aware that you are responsible for any co-pays or any deductibles per your insurance plan. Most procedures require pre-authorization before surgery. This can take several days. If we are unable to obtain an authorization before surgery, we will reschedule, to protect you from receiving costly medical bills.

SELF-PAY PATIENTS

Our billing department will contact you regarding your surgical fees and payment options. Our billing department can be reached at **(301) 770-4967**.



Thank you for allowing us to provide your care... WHS

