



915 Gessner Rd., Suite 760, Houston, TX 77024

luna-obgyn.com

Office: 713.465.1800 Fax: 713.244.5937

IMPORTANT NOTICE REGARDING WELL-WOMAN EXAMS *(please initial in boxes)*

Due to scheduling constraints and insurance regulations, **our policy ONLY allows patients to be seen for EITHER a Well-Woman Exam or a Problem Visit (NOT BOTH) at any one scheduled appointment.** Patients should, therefore, schedule their visits accordingly.

A **Well-Woman Exam** is characterized as preventative care. It is meant to detect and prevent health problems before they become serious medical conditions. Preventative care, therefore, often includes routine screenings and immunizations.

A **Problem Visit** is primarily focused on diagnostic and/or medical care. It often involves testing and treating an emergent and/or an existing symptom or health problem, as well as additional screening following a Well-Woman Exam.

Patients CANNOT roll their Well-Woman appointments into a Problem Visit. While it is possible to briefly discuss with physicians about a particular health problem during a Well-Woman visit, patients should not expect substantive testing and treatment for the said problem during the said visit. Otherwise, as per insurance regulations, **emergent and/or existing problems tested and treated during a Well-Woman Exam will be billed as a Problem Visit.** Likewise, it is important to note that physicians often do not have sufficient time to adequately address a diagnostic/medical issue within the time allotted for a Well-Woman Exam.

If patients experience an emergent gynecological problem prior to their Well-Woman visit, **please notify us immediately so that the appointment can be changed to a Problem Visit.** Alternatively, patients can call the office to make a separate appointment to address their emergent/existing problem.

Finally, we are able to offer billing information regarding **services provided by this office only.** We are required to collect payment as directed by your insurance company. We are unable to provide verification of benefits for laboratory services or services provided by other facilities or healthcare providers, including referrals to imaging centers for mammography. Likewise, it is imperative that you notify us if your insurance carrier requires specific lab use outside our network.

Name: _____

Date: _____

- i. For most patients, Well-Woman preventative exams include breast and pelvic exams. It may also include physician-recommended age-appropriate screening such as Pap smears (to screen for cervical cancer), mammograms (to screen for breast cancer), and/or other gynecological concerns (such as STIs or Sexually Transmitted Infections). Well-Women exams can also cover family-planning and birth control matters upon a physician’s recommendation. Likewise, refills for birth control or hormone replacement therapy, upon a physician’s approval, are provided for under the Well-Woman’s exam.
- ii. Examples of problems that necessitate a separate clinic appointment are infections, abnormal bleeding, pelvic pain, breast symptoms, infertility, and initiation of hormone replacement therapy.

Dr. Jonathan Faro
Dr. Alexander Wainwright



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NO-SHOW, LATE ARRIVALS, & CANCELLATION POLICIES

This document outlines our policies regarding missed appointments, late arrivals, and cancellations to ensure clarity and facilitate a smooth patient experience.

- Our scheduling system sends text reminders. Please use them to confirm or cancel your appointment. (If you do not receive them, contact our clinic)
- If you need to make any changes to your appointment, please contact our clinic as soon as possible (*using our preferred contact methods below*), ideally at least 24 hours in advance. Please be aware that while we strive to assist you, we may not be able to guarantee any changes made less than 24 hours before your scheduled time.
- As a new patient, we recommend arriving at least 15 minutes before your appointment. This allows sufficient time to complete necessary paperwork and address insurance and billing questions.
- If you arrive more than 15 minutes after your scheduled appointment time, please be aware that you may need to wait until we have attended to other patients who arrived on time. We understand that delays can happen, and if you prefer, we would be happy to assist you in rescheduling your appointment to a more convenient time.
- A \$30.00 “no-show fee” will be incurred in your billing statement if the clinic does not receive any notice from you regarding canceling your appointment.

How to reach us?

Clinic hours : Mon to Thurs 9:00 a.m. to 5:00 p.m., Fri 9:00 a.m. to 12:00 p.m.

Clinic Tel : (713) 465-1800 **Clinic E-mail :** manager@luna-obgyn.com

Patient Signature/Parent or Guardian Signature

Date

Patient Name

Patient Date of Birth

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PATIENT REGISTRATION

PATIENT INFORMATION

LAST NAME: _____

FIRST NAME: _____

MIDDLE INITIAL: _____

ADDRESS: _____

CITY: _____ STATE: _____

ZIP: _____

PHONE: _____

PATIENT EMAIL: _____

DATE OF BIRTH: _____

SOCIAL SECURITY NO: _____

REQUIRED BY GOVERNMENT MANDATE:
(although you may refuse)

LANGUAGE: _____

RACE: _____

ETHNICITY: Hispanic/Latino Not Hispanic/Latino

MARITAL STATUS: _____

CONSENT TO RELEASE MEDICAL RECORDS & BILLING TO A FAMILY MEMBER OR FRIEND?

YES NO

NAME: _____

RELATIONSHIP: _____

SIGNED: _____

EMERGENCY CONTACT INFORMATION

NAME: _____

RELATIONSHIP: _____

MOBILE PHONE: _____

PHARMACY INFORMATION:

NAME: _____

ADDRESS: _____

PHONE: _____

PRIMARY INSURANCE INFORMATION:

INSURANCE NAME: _____

MEMBER ID: _____

GUARANTOR INFORMATION:

NAME: _____

RELATIONSHIP: _____

DATE OF BIRTH: _____

MOBILE PHONE: _____

SECONDARY INSURANCE INFORMATION:

INSURANCE NAME: _____

MEMBER ID: _____

DATE: _____

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