



## **Dr. Kim Lane**

Welcome to Women's Health Wise. The information below is intended to answer some of the common questions about our practice. We value you as a patient and strive to provide you with the highest quality women's healthcare. Please feel free to ask additional questions to any staff member.

### **Appointments:**

Appointment hours are Monday through Friday 9 am to 5 pm with lunchtime appointments available on Wednesdays and Fridays.

It is possible to print the registration and medical history forms to fill out in advance and bring to your appointment. If you are not able to do this then please arrive 10 minutes early for your appointment in order to complete these forms or updates as necessary. We encourage you to schedule your obstetrical appointments until your due date as this offers you schedule options. Please remember to schedule annual exams several months in advance. We will try to reach you if we expect a delay or need to reschedule your appointment due to an emergency, such as a delivery. Due to circumstances beyond our control this is not always possible and we appreciate your understanding. As a courtesy to other patients, we may need to reschedule your appointment if you arrive more than 15 minutes late.

### **Messages:**

We realize that good communication benefits both doctors and patients; therefore we have these suggestions for messages. Please leave detailed information with our receptionist regarding the nature of your call and phone numbers where you can be reached during the day and evening. We will try to return your call as soon as possible, which may be at the end of the day. If we are out of the office, non-emergent messages may not be answered until the next business day.

### **Prescriptions:**

We are able to refill medications Monday-Friday from 9am to 5pm. Medications can be refilled until your next exam is due. Call your pharmacy first (local or mail order) and ask them to contact us for refills of your medication. If you are requesting a new prescription or have other questions relating to your medication feel free to call the office. Your insurance company determines whether you will receive a 30 or 90 day supply of your medication, therefore we recommend you contact them with any questions you may have.

### **After Hours / Weekends:**

**If you have a life threatening emergency call 911. The doctors are on-call for OB/GYN EMERGENCIES. They can be reached after hours by calling 303-776-5820.** If there is no response the answering service can be reached directly at 303-684-3042. Medications cannot be refilled after hours or on weekends.