



## **Practice Information**

### **Appointments**

You may schedule appointments before or after your office visit or by calling our office. If you have been advised about the need for an ultrasound or non-stress test, please tell the receptionist so that this can also be scheduled. Additional appointments may be scheduled as needed.

Visits are typically scheduled as follows for an uncomplicated pregnancy:

- First appointment between 8 and 12 weeks
- Every 4 weeks until 32 – 34 weeks
- Every 2 weeks until 36 weeks
- Every week until delivery

Our physicians are dedicated to their patients. Your obstetrician may be called out of the office to deliver a baby or tend to an emergency when you are in for a visit. We ask for your understanding and patience. We would be happy to offer to reschedule your appointment or you may wait for your physician to return.

### **Office Hours**

Our office is open Monday through Friday from 8:00 am to 5:00 pm. We are located at 15151 National Avenue in Los Gatos on the corner of Carlton Avenue and National Avenue, next to the Los Gatos Surgical Center.

### **After Hours**

For urgent concerns that cannot wait until regular office hours (no medication refills or routine questions, please), you may contact a Los Olivos physician by calling the answering service at (408) 554-2872. When you call, describe your problem and the physician on call will return your call as quickly as possible. Please limit your calls to true emergencies. Unblock your telephone if necessary to receive calls from private numbers. Have your pharmacy number available and please make sure that they are open.

Physicians on call are sometimes in surgery or delivering a patient and may not call back immediately. If you need to go to labor and delivery or the emergency room and your call has not been returned, please do so.

### **Communication**

Feel free to ask questions or discuss concerns at scheduled appointments. We welcome and encourage you to call the office if you have any medical problems or additional questions. Please make non-emergency calls during office hours when your records are available. Nurses will convey information to and from your physician during the day. If you wish to speak with a physician, your call will be returned at the end of the day, if possible. Please always have your pharmacy phone number available.

### **Laboratory Testing**

Los Olivos is not affiliated with any laboratory. Most patients are required by their insurance to have blood work at Quest Laboratory or Hunter Laboratory. If your

insurance requests that you go to a different lab, please inform your physician. It is your responsibility to determine which lab is covered by your insurance. The policy at Los Olivos is to call patients with abnormal results only. Usually, no news is good news. If you would like to hear that your results are normal, please leave a voice mail message with your doctor's nurse. To locate your chart more readily, please spell your first and last name, indicate which doctor you see, and your date of birth. Please leave a phone number(s) where you can be reached and the best time for us to contact you. Results will not be left on an answering machine or with anyone other than you without your permission.

### **Childbirth Education and Hospital Tours**

Sign up for a birthing class early in your pregnancy as you may not be able to take it at the time or place of your choice if you wait until the third trimester to register. Los Olivos birthing classes are designed to help both new and experienced parents prepare for childbirth. With adequate knowledge and preparation, expectant parents are encouraged to take an active role towards a healthy and fulfilling pregnancy and childbirth. A cesarean section class is also available. Classes are taught by experienced registered nurses certified in childbirth education. The instructors are committed to providing the most current pertinent and practical birth information. Dates and information about classes is available at [www.lowmg.com/office/classes.html](http://www.lowmg.com/office/classes.html)

Register for Los Olivos classes at 356-0431 extension 209, or by email: [CBEclass@lowmg.com](mailto:CBEclass@lowmg.com). Good Samaritan Hospital offers childbirth education classes, breast-feeding classes, infant CPR and sibling classes. Register by calling 559-BABY. Tours of Good Samaritan Hospital labor and delivery and the mother and baby suites are included with the birthing classes or can be arranged separately by calling 559-BABY.

### **Anesthesia Information**

GSH offers a free informational monthly meeting to discuss pain control options during labor and delivery. The discussion is lead by an anesthesiologist (pain relief MD) and covers many topics including epidurals and narcotics. The meeting is the first Tuesday of every month at 7:00 pm in the Good Samaritan Hospital auditorium. Call 559-BABY for more information. An anesthesiologist is available on the labor and delivery unit for your safety at all times. This service is provided by physicians in Group Anesthesia Services. More information about the group is available at [www.groupanesthesia.com](http://www.groupanesthesia.com).

### **Hospital Registration**

Los Olivos Women's Medical Group delivers babies at Good Samaritan Hospital. You will be provided with a hospital registration form during the third trimester of your pregnancy or you can download it from the Los Olivos website or at <http://goodsamsj.org/CPM/OBAdmissionForm.pdf>. After completing the form, FAX it to Good Samaritan Hospital admissions at (408) 559-2675. They will need a copy of your insurance card and driver's license with the form. The completed form can also be dropped at the admissions desk located in the lobby of the Good Samaritan Hospital.

### **Cesarean Section Scheduling**

Cesarean sections are typically scheduled in the week before your due date to avoid going into labor and to be certain the baby's lungs are mature. A cesarean section in a high risk pregnancy may be scheduled earlier if necessary. Once you and your physician

agree on a date, please contact Celeste, so that the surgery can be scheduled. Her phone number is (408) 358-4835 and email is [celestec@lowmg.com](mailto:celestec@lowmg.com)

## **Billing**

The global fee for a normal vaginal delivery without complications includes all routine pregnancy related office visits, vaginal delivery and the postpartum visit. The fee does not include laboratory testing, ultrasounds, or additional visits due to complications of pregnancy. These are additional services that are billed to your insurance carrier.

If you require a cesarean section, the surgeon and assistant surgeon have additional fees. Unfortunately, complications during a pregnancy or in delivery can occur. Any charges incurred for complications are not included in the fee for a normal vaginal delivery.

Office visits for non-pregnancy related issues such as colds or urinary tract infections are typically not covered by your "global" fee and will be charged as a separate visit outside the global fee. Hospital visits outside of admission for delivery are billed separately as they are not included in the global fee.

## **Insurance and Financial Agreement**

After your first obstetrical appointment, please visit our financial counselor to determine an estimate of your out-of-pocket expenses for an uncomplicated vaginal delivery or repeat cesarean section. We will make every effort to work with you and your insurance company. The counselor will contact the insurance company to determine your level of benefits. Your portion of the estimate, including the deductible, should be paid by the 26<sup>th</sup> week of your pregnancy. Pre-certification is simply a statement that the insurance carrier has been notified and believes that the admission is medically necessary. It is not a guarantee of benefits.

Please keep in mind that we have no control over hospital charges and that you will receive separate bills from the hospital, laboratory and anesthesiologist.

If you have any questions regarding billing, insurance or the financial arrangement, please call Celeste at (408) 358-4835 or email her at [celestec@lowmg.com](mailto:celestec@lowmg.com).