



WELCOME TO OUR PRACTICE

Thank you for choosing Fair Oaks Women's Health for your ob/gyn medical care! In preparation for your upcoming appointment, we would like you to get a head start with some of the paperwork and also tell you a bit about our practice. Our services include comprehensive medical care for women of all ages, including well woman exams, contraception, STD testing, routine and high-risk prenatal care and delivery, bio-identical hormone therapy, menopause management, gynecologic and laparoscopic surgery and more. We also have the MonaLisa Touch® vaginal laser used to successfully treat vaginal dryness and painful intercourse due to loss of estrogen from menopause.

COVID-19

At the time of writing this letter, we are nearing the end of the COVID-19 pandemic. Many things have returned close to a normal state in terms of hospital and office policies, services and visitation guidelines, but some restrictions remain. The materials presented to you are meant to reflect "normal" policies and services and some of these may not apply during the pandemic. We apologize for any discrepancies between what you read in our documents and what is taking place currently.

EMR (electronic medical record)

Our practice uses a computerized health record, called an EMR. It takes time to enter your information into the computer. It would be very helpful if you would complete your New Patient forms and then mail (or fax or e-mail) them to us before your appointment. If you do not send these forms, your visit could be delayed while we update the computer before you see the doctor. Email your forms to: obgyn@fowh.com.

We charge for a "no-show"

Please call us at least 24 hrs in advance if you are unable to keep your appointment. There is a \$25 charge for a no-show appointment (waived if you make and keep the next appointment). When you do not show up or call ahead to cancel, we lose the chance for another patient to get that appointment time.

Please arrive early for your FIRST appointment

It takes time to enter or update your personal, insurance and health information. At your first visit we scan your driver's license and insurance card for entry into our EMR. *We guarantee to keep all of your personal information private.* This is the law (a Federal law called HIPAA).

Parking – we do not validate

Please note that you pay the cashier BEFORE returning to your car. To save money (but with a little more walking) some patients park in the Huntington Hospital EAST Parking structure, a building just south of ours. The entrance is off Fairmount Ave. across from the Emergency Dept.

Lab – IHD (Innovative Health Diagnostics – www.ihdlab.com)

For your convenience, we have an on-site lab, called IHD. This lab runs most of our standard lab tests. IHD is a separate entity, is not affiliated with our practice, and we do not profit from their testing. Not all insurance plans contract with IHD. You should know which lab your insurance is contracted with.

If your insurance requires you to use a different lab than IHD please let us know.

Marina's Oasis Medi-Spa

Marina's Oasis, our on-site medical aesthetics center, provides a wide range of non-invasive corrective services to enhance the health and appearance of your skin. For more information please call Marina Jick, MSN, FNP at 626-MY-OASIS (626-696-2747) or go to www.marinasoasis.com.

Feel free to call us at any time if you have any questions. Call (626) 304-2626.
Thank you for trusting us with your medical care. We look forward to seeing you!