



## WELCOME TO OUR PRACTICE

The providers and staff are excited about the opportunity to be part of your medical team. We each take great pride in doing our best to provide quality care and compassion to each patient. With that comes a different level of expectation from each patient we take care of. We are asking that you consider the following so that we, together, can be more effective at optimizing your care and experiences at our office.

The MyBSWHealth Portal – This tool can be very useful for both patient, and provider, if used correctly. Our Physicians utilize the portal to relay results, and answer quick questions that you may have. Our staff may also utilize the portal when trying to obtain additional information, or even for scheduling purposes. While, we understand that some patients may not want to use the portal, we do recommend it. Some other information about the portal, the messages that are sent can be viewed by your nurse and doctor. These messages are routed to a combined work pool, in order to get your questions answered as soon as possible. Due to our clinics work-flow and busy clinic, please allow 48 – 72 hours for a response. **Please be mindful that the portal is not meant to be used in an urgent or emergent situation. If you feel that the concern is urgent or emergent, please contact our office at 469.800.9290. In the case of an emergency, please call 911.**

Lab Results – Our physicians review all lab results, and generally send your results via the MyBSWHealth Portal. We ask that you allow one week from time of service (When you got your blood drawn), for processing and for your doctor to review.

No Show and Late Cancellations - We ask that you please make every effort to keep your scheduled appointment. Should you need to cancel or reschedule, we ask that you let us know at least 24 hours in advance. Advance notice allows for us to efficiently find you another appointment, but also to have the chance to offer the appointment time to another patient in need.

Deliveries - We are all active medical staff members at Baylor University Medical Center at Dallas. We often have patients admitted at the hospital for medical concerns and/or deliveries. While, we try to avoid leaving during our scheduled clinic hours, there are times that it is unavoidable. If you are requested to reschedule, we ask for your understanding. Normally, we can get you scheduled with our NP, Michelle Lively, same or next day. If this is not an option, our staff will work diligently to get your appointment moved to earliest opening possible.

Finally, wait times – Sometimes, due to unforeseen complications during an exam, our schedule can run behind. Our staff will work diligently to keep you informed of any delay. If you need to reschedule please inform our staff as soon as possible, as we might be able to change your appointment to another provider.

Sincerely,

Baylor Scott & White Women's Health Group