

This brochure outlines the ART Fertility Program's telephone communication system. The policies and telephone numbers contained within are important tools in your treatment at the ART Fertility Program. We look forward to serving you.

OFFICE HOURS

The **Birmingham** office hours are Monday through Thursday from 7:00 a.m. to 4:00 p.m. and Friday from 7:00 a.m. to 2:00 p.m. The **Huntsville** and **Montgomery** offices are open Monday through Friday 7:00 a.m. to 2:30 p.m. The **Tuscaloosa** office is open 7:30 a.m. to 2:30 p.m. Tuesday and Thursday only. The Huntsville, Montgomery and Tuscaloosa locations are not open on weekends or holidays.

NURSE MESSAGE CENTER

Should you need to speak with a nurse during office hours, please call our Nurse Message Center directly at 205-803-1900 or 1-800-264-0107. The Nurse Message Center is an automated voice message system that you can call directly to leave your medical questions for our physicians and nurses in a personal and confidential manner. You will be asked to leave your name, date of birth and telephone number, as well as a brief message, on the message center. Your message will be forwarded to the nurses. In order to receive a return message the same day, we request you call our Nurse Message Center by 2:00 p.m. on business days. Messages received after 2:00 p.m. will be returned the next business date. We ask that you allow our staff a processing period before trying to retrieve your messages or results. If, however, your call is an emergency, please access our emergency line by pressing #2. Remember, this message center is accessed by the nursing staff only during Monday-Friday office hours.

PRESCRIPTIONS

You must call the Nurse Message Center before 3:00 p.m. at 205-803-1900 or 1-800-264-0107 during business hours if you need a prescription called to your pharmacy. Please leave a message with your name and the name and phone number of your pharmacy, the medication you need called in and a phone number where the nurse can reach you if she needs to speak with you directly about your medication. We cannot call in prescriptions after hours.

PATIENT MESSAGE CENTER

Messages left on the Nurse Message Center will be answered through your personal voice mail box in our Patient Message Center or you may be called directly. The Patient Message Center is an automated voice message system for staff to leave messages for you (answers to your questions, reporting lab results or care information). You can retrieve your messages by dialing the Patient Message Center directly at 205-803-1999 or 1-800-338-0765 and by entering your social security number as your PIN number. Begin entering your social security number (PIN) during the voice mail greeting. Please note: if your social security number begins with 0 or 1 please substitute the number 9.

Should you experience problems in the patient voice mail system, please do not hesitate to call us at 205-870-9784 or 1-800-476-9784.

APPOINTMENT SCHEDULING

Office services are provided by appointment. If you need to schedule an appointment with a Physician, Nurse, Laboratories, Huntsville, Montgomery or Tuscaloosa office, please call our scheduling department directly at 205-803-1960 or 1-800-338-0758.

You may also contact our surgery scheduling department at 205-803-1965 or 1-800-625-6402 should you have questions regarding an upcoming surgery.

BILLING & INSURANCE

In order to better serve you with your billing and insurance questions, this feature allows you a direct connection to the billing and insurance department for a faster response to your questions. You can reach a representative directly at 205-803-1955 or 1-800-264-0625.

FREQUENTLY ASKED QUESTIONS

You can receive answers to our most frequently asked questions by visiting www.artprogramAL.com and click on Patient Resources/FAQ.

LH SURGES

Birmingham Office

When you have an LH surge and you have been instructed that you will need to be seen on the following day, call the office at 205-870-9784 or 1-800-476-9784 the evening of your surge. Leave a message on the LH surge line with your name, telephone number and to inform us that you "have surged and will be in the office in the morning". You should be in the Birmingham office between 8:00-8:30 a.m. on the morning following your surge.

Huntsville, Montgomery and Tuscaloosa Office

Patients who want to be seen in either of the Huntsville, Montgomery or Tuscaloosa offices for a surge must call 1-800-476-9784 and leave a message on the surge line the evening of your surge. Leave your name, telephone number, and date of surge and travel time to the appropriate office. We will call you the morning following your surge between 7:30 and 8:30 a.m. to schedule a surge appointment in the appropriate location. The satellite offices are not open on Saturday or Sunday or holidays.

Surges on the Weekend

If you have a surge on Friday or Saturday night and have been instructed that you will need to be seen the following day, call the office the evening of your surge and leave a message on the surge line with your name, telephone number, date of surge and that you "will be in our office in the morning." During the weekend, surge patients are seen only in the Birmingham office and must be in the office between 8:00 and 8:30 a.m. the morning following their surge.

BLOODWORK

Birmingham Office

If you need bloodwork with same-day results, schedule your appointment prior to 10:30 a.m. If you start your period on Friday after 2:00 p.m. and have been instructed that you will need to be seen on day 1, 2, 3 or 4, please call our office at 205-870-9784 or 1-800-476-9784. Leave a message on our surge line with your name and telephone number. A scheduling coordinator will call to schedule your appointment Monday-Friday. Do not page the on-call nurse for an appointment.

BLOODWORK (cont'd)

Huntsville, Montgomery, Tuscaloosa Office

If you visit the Huntsville, Montgomery or Tuscaloosa office and need blood work with same-day results, you must be seen between 7:00 a.m. and 9:30 a.m. All patient appointments, including surges, for one of the remote offices must be scheduled. Please call 1-800-338-0758 to schedule your appointments.

EMERGENCIES

A nurse and a physician are on-call 24 hours a day, every day of the week, for medical emergencies. Medical emergencies include:

1. Early pregnancy with bleeding, cramping or pain.
2. Pelvic pain.
3. Fever of 101° or greater of gynecological origin.
4. Vaginal bleeding of an unusual nature.

Should you experience a medical emergency after hours, you may contact the answering service by calling 205-930-4267. The operator will obtain the details of your emergency and then page the nurse on call. During business hours, please call our office at 205-870-9784 or 1-800-476-9784. Should you get a recording, please utilize our emergency feature.

Please understand that the answering service must inquire regarding the details of your emergency to accurately report your condition to the nurse. The nurse will call you back to further evaluate your situation. If indicated, the nurse will contact the physician on call.

Since the nurse does not have access to your medical records after hours, she is unable to relay results or call in prescriptions.

SUGGESTIONS

We have set aside a "suggestion line" for you to call to give us your suggestions and feedback on all areas of our services, both positive and negative issues. With your input, we can identify opportunities for improvement to your caregivers. To leave your confidential message, please call 205-803-1996.

We welcome the opportunity to provide thoughtful and comprehensive fertility care, and hope that your experience with our office will be a rewarding one.

ART FERTILITY PROGRAM OF ALABAMA

2006 Brookwood Medical Center Drive
Suite 508
Birmingham, AL 35209

401 Lowell Drive, Suite 24
Huntsville, AL 35801

7209 Copperfield Drive
Montgomery, AL 36117

650 Energy Center Blvd., Suite 1703
Northport, AL 35473

205-870-9784 • 1-800-476-9784

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TELEPHONE COMMUNICATION SYSTEM GUIDE

