Thank you for contacting our office. Your concerns and needs are of great importance to us, and the information presented here will assist you in arranging for visits, seeking after hours care, and working with your insurance companies. Our team is devoted to providing you with the highest quality of female pelvic medical and surgical care. If you think we can improve our care in any way, feel free to make suggestions.

**Location and Parking**
- Our office is located at 330 Orchard Street (St Raphael’s Campus), first floor, suite 116, New Haven.
- The Orchard Street Parking Garage is directly across the street on Orchard St, between Chapel and George Streets.

To gain entry into the Medical Office Building of Yale-New Haven Hospital, St. Raphael Campus can be attained either of two ways:
- From the Orchard Street Parking garage take the covered crosswalk from **level three** that passes over Orchard Street and into the hospital.
- Take either the stairs or the elevator to level one.
- If using the stairs turn left at the bottom of the stairs.
- If using the elevator turn right.
- Follow the long hallway directly to Suite 116.

The second way to enter the building is to exit the Orchard Street Parking Garage on level one and cross Orchard Street:
- Enter through the hospital through the doors directly in front of you.
- Take either the stairs or the ramp up to level one.
- If using the stairs turn left at the bottom of the stairs.
- Follow the long hallway directly to Suite 116.

Remember to bring your parking ticket with you. You will pay the cashier before returning to your car. There is no cashier at the exit. The parking fee is **$3 per hour**. There is no validated parking.

**Appointment Policy**
- Please complete the enclosed history forms and questionnaires prior to your appointment. **Bring these forms with you to the appointment. Do not mail them.**
- Your initial visit will last approximately one hour. The examination is very similar to a routine GYN exam. There will be ample time to thoroughly discuss your condition and treatment options. Please feel free to have someone accompany you to our office.
- We will make every effort to keep your waiting time to a minimum. Our office policy states that if you are more than 15 minutes late, we will ask you to reschedule. Repeated last minute cancellations or “no shows” for appointments may result in dismissal from our practice.
If you are using a pessary, please remove it 3 days before your appointment and bring it with you.

Be advised that the physician will request a urine specimen at the time of your visit to run a urine analysis. This is a routine test that is done with every new patient to screen for urinary infections. Depending on your history, urine cytology may also be sent to evaluate for abnormal cells or bladder cancer. Your insurance company will be billed for this test.

After your nursing assessment, one of the doctors will take your medical history. We use a team approach for your best medical and surgical care and it may be difficult for you to remember everyone you see. Don’t hesitate to ask your caregivers their name or the role they have in your care. Keep in mind that the Yale University is an academic institution where future doctors are trained. The following explains the differences between those you might see:

<table>
<thead>
<tr>
<th>Medical Student</th>
<th>A medical student is not a licensed physician. Because he or she is still in medical school, they will participate only as an observer in your care.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Resident</td>
<td>A resident has completed medical school and is a licensed physician. A resident is still in training and is focusing, in this case, on the specialties of urology or gynecology.</td>
</tr>
<tr>
<td>Fellow</td>
<td>A fellow has completed medical school, has done a 4-6 year residency in urology or obstetrics and gynecology and is now concentrating on his/her specialty of interest, in this case, Urogynecology.</td>
</tr>
<tr>
<td>Attending Physician</td>
<td>The attending physician is fully licensed and has completed medical school, a residency program and fellowship training. This physician is directly responsible for your medical and surgical care and will complete your first examination and answer questions about your diagnosis and treatment plan.</td>
</tr>
</tbody>
</table>

You may be offered an invitation to participate in one of our national women’s health studies. These studies help expand our knowledge about women’s health care. If you wish to participate in a national study, you will meet a study coordinator who will spend time discussing your potential involvement in this voluntary activity.

**Insurance and Payment Policy**

- Patients are responsible for contacting their insurance company prior to their visit to confirm availability of coverage for services. Services not covered by your insurance policy are the financial responsibility of the patient/guarantor.
- Please bring a copy of your insurance card and a valid photo ID.
- Please call Central Registration at 203-785-3809, before your appointment day, with your insurance information.
- Copayments are due at the time of the visit. It is your responsibility to know if your insurance requires a referral for your visit or co-payment. **(This is a specialist visit.)** If your insurance
requires a referral and we do not have one upon your arrival your appointment will not be covered by your insurance company and will need to be rescheduled.

If you have any questions, please feel free to call us at 203-785-6927. Our office hours are Monday – Friday, 8:30am - 5:00pm. Our office is closed from 12:00pm – 1:00pm for lunch.

Kind Regards,

*Yale Urogynecology and Reconstructive Pelvic Surgery Team*