

We Understand Women's Healthcare...

- All-Women Physicians & Nurses
- Annual Exams
- Pre and Post Natal Care
- Menopause
- Pelvic Pain
- Hormone Replacement Therapy
- Treatment of Menstrual Irregularities
- Incontinence and Pelvic Floor Disorders
- On-Site Ultrasound
- Colposcopy/Leep/Cryo

We Care For Children...

- Full Pediatric Care
- Same Day Appointment for Sick Children
- Preventive Care
- Newborn Care
- Routine Check-Ups
- Immunizations
- Sports Physicals
- Developmental Assessment
- ADD/ADHD Assessment
- Parental Support

We Know Convenience

- Pediatrics and OB/GYN in the Same Practice
- Secure Indoor and Outdoor Play Areas
- Medispa Facility Upstairs
- Most Insurance Accepted
- Visa, Mastercard and Debit Cards Accepted
- 24 Hour Access to Doctors
- Flexible Appointments



Sara O'Heron, MD, FCFP, AAFP

Lifeboat Medical Associates
1201 Georgian Park
Peachtree City, GA 30269

Phone: (770) 631-4873

Fax: (770) 631-0684

www.lifeboatmedicalassociates.com

Welcome to Lifeboat Medical Associates

Dr. O'Heron and the entire staff feel privileged that you have chosen us to serve the healthcare needs of you and your children.

We would like to make the experience of seeing your physician almost like visiting a knowledgeable and trusted friend. While maintaining professional standards and state of the art therapies, your good health is our ongoing priority. We want our patients to feel comfortable which we believe happens through communication and education. We welcome any comments or suggestions that you may have to improve our clinic.

CLINIC HOURS

Our clinic hours are from 8:30 AM to 5:00 PM, Monday through Friday. The clinic is closed from 12:00 PM to 1:30 PM for staff lunch except on Fridays where we are closed from 12:00 PM to 2:00 PM. Our clinic is closed Saturday and Sunday.

APPOINTMENTS

Due to the fact that we want to spend an adequate amount of time with each patient and that emergencies do arise, you may sometimes have to spend a longer time in the waiting room. We also have a "same day" policy for sick children that could also delay us. We apologize in advance and thank you for your understanding in those situations.

It is our policy to call and remind you of your appointment on the business day before your scheduled appointment. If you are not available, we will leave a message unless instructed differently by you.

There may be times when the doctor may be unavailable in the office due to unforeseen professional obligations or emergencies. We apologize in advance for any inconvenience this may cause but we will reschedule your appointment as soon as possible.

Please remember that well baby check-ups are very important to the health and well being of your child. Recurrent missed appointments for children constitute medical neglect, a problem that requires mandatory reporting to the authorities.

CANCEL/NO SHOW POLICY

It is the policy of Lifeboat Medical Associates that patients need to report for their scheduled appointments!

In the case that a patient is unable to make their scheduled appointment the patient must give 24 hours advance notice to the front office personnel by calling (770) 631-4873. In the event a 24 hour notice is not given a fee of \$25.00 will be assessed and \$40.00 for any missed procedures. In addition, if three (3) or more appointments are missed consecutively, Lifeboat Medical Associates respectfully reserve the right to terminate our relationship with the patient. These fees will be due at the beginning of the patient's next scheduled appointment and must be paid in full at that time.

If the patient does not comply with this policy or if the patient refuses to pay a Cancel/No-Show fee, the patient hereby gives Lifeboat Medical Associates permission to seek payment for said fees if applicable.

NOTE: THESE FEES ARE NOT COVERED BY YOUR INSURANCE COMPANY!

INSURANCE

Health insurance is a very complex part of healthcare these days. At one time we were able to know all that was "covered" by your plan. With today's insurances numbering in the hundreds. It is necessary for you to know your own healthcare plan and what is covered by it.

The role of the providers in our office is to examine and treat our patients in a way that we feel is medically necessary. Some services, like labs and diagnostic procedures, are contracted out and bid on directly by your insurance company. We have no control over what your insurance company considers “medically necessary” or what they charge. Please know what your insurance covers and let us know at the time of your visit if you do not wish to have tests or procedures done.

We will periodically need to update your demographic information. We must always have your most up to date name, address, phone numbers, and insurance card. We are required to have this information for your insurance company. Please refer to the enclosed information on “Understanding Your Insurance Coverage.”

Our office has signed contracts with many insurance companies. These contracts state that we must collect any co-pay/co-insurance/deductible at the time of your visit. Therefore, all payments are due at the time of service, unless other arrangements have been made in advance.

UNDERSTANDING WHAT IT COVERS

What are “covered services”?

Your health insurance policy is an agreement between you and your insurance company. The policy lists a package of medical benefits such as tests, drugs and treatment services. The insurance company agrees to cover the cost of certain benefits listed in your policy. These are called “covered services.”

Your policy also lists the kinds of services that are not covered by your insurance company. You have to pay for any uncovered medical care that you receive.

What is a medical necessity? Is that different from a covered service?

Keep in mind that a medical necessity is not the same as a medical benefit. A medical necessity is something that your doctor has decided is necessary. A medical benefit is something that your insurance plan has agreed to cover. In some cases, your doctor might decide that you need medical care that is not covered by your insurance policy.

Insurance companies determine what tests, drugs and services they will cover. These choices are based on their understanding of the kinds of medical care that most patients need. Your insurance company’s choices may mean that the test, drug or service you need isn’t covered by your policy.

What should I do?

Your doctor will try to be familiar with your insurance coverage so he or she can provide you with covered care. However, there are so many different insurance plans that it’s not possible for your doctor to know the specific details of each plan. By understanding your insurance coverage, you can help your doctor recommend medical care that is covered in your plan.

- Take the time to read your insurance policy. It’s better to know what your insurance company will pay for before you receive a service, get tested or fill a prescription. Some kinds of care may have to be approved by your insurance company before your doctor can provide them.
- If you still have questions about your coverage, call your insurance company and ask a representative to explain it.
- Remember that your insurance company, not your doctor, makes decisions about what will be paid for and what will not.

What happens if my doctor recommends care that isn’t covered by my insurance?

Most of the things your doctor recommends will be covered by your plan, but some may not. When you have a test or treatment that isn’t covered, or you get a prescription filled for a drug that isn’t covered, your insurance company won’t pay the bill. This is often called “denying the claim.” You can still obtain the treatment your doctor recommended, but you will have to pay for it yourself.

If your insurance company denies your claim, you have the right to appeal (challenge) the decision. Before you decide to appeal, know your insurance company's appeal process. This should be discussed in your plan handbook. Also, ask your doctor for his or her opinion. If your doctor thinks it's right to make an appeal, he or she may be able to help you through the process.

DIAGNOSTIC TESTS AND REFERRALS

Whenever possible, our office will make appointments for diagnostic tests and referrals at the best facility closest to your home. However, it would be helpful for you to bring any information given to you from the insurance company as to whom you may see and where you may go for these tests or procedures.

When a referral is coordinated for you by our office, we will call you with the appointment time and date, usually within a week. If we are unable to reach you by phone, we will send a letter to you know to contact us. Please call us if you have not heard from us within a week.

TELEPHONE CALLS

Our office will make every effort to return your calls within 24 hours. We experience very high call volume, but we do check our messages several times a day.

NOTIFICATION OF RESULTS

We will inform you of any abnormal results the day that we receive them. If we are unable to reach you by phone within 2 weeks, we will send you a letter informing you that you need to call the office. We do not inform family members of any medical information without explicit written or verbal permission.

PRESCRIPTIONS

Should you require a non-narcotic prescription refill between visits, please feel free to call our office. We will need 24 hours notice either to call the pharmacy with your prescription or for you to pick it up at the office. It is important for you to remember to keep your prescriptions filled as they are important to your health. Also, keep in mind that some insurance companies allow you to get a three month supply by mail. Remember to allow some time to receive these medications.

AFTER HOUR NEEDS

Our physicians are available at all times for emergencies. Should you experience a medical emergency, please call the office telephone number 770-631-4873 and your call will be transferred to our answering service. You will receive a response to your call as soon as possible, most likely within the hour. Remember, if you feel that you have a true medical emergency call 911 immediately.

The answering service is for urgent and emergency medical situations only. It is not to be used for leaving messages, cancellations, prescription refill, referrals, etc.

HOSPITAL PRIVILEGES

Our physicians have admitting privileges at South Fulton Medical Center, Fayette Community Hospital and Southern Regional Medical Center.

SOME OF OUR SERVICES

- Women's Annual Physicals (including GYN exams)
- Children's Physicals Starting at Birth
- Circumcisions
- Immunizations
- Adolescent Care
- Skin Cancer Screenings
- Skin Biopsies
- LEEP, Loop, Cryo Treatments
- Behavioral Evaluations
- ADD/ADHD Assessments
- Sports Physicals
- Depression Consultations
- Ultrasound
- Laboratory Tests
- Developmental Assessments
- Excision of Skin Lesions
- Child Abuse Evaluations
- Urodynamic Testing for Urinary Problems

If you require a service that isn't listed, please contact our office. If we can't help you, we can refer you to someone who can.