



### **Getting Your Clinical Questions Answered**

Answering your questions and getting your lab results to you in a timely manner is our utmost priority. We understand that you are busy and many of you simply do not have time to wait on the phone to receive this information. For this reason, we recommend that all of our patients provide us with an email address that we will use as our primary mode of communication with you. We will email you with your results no more than 48 business hours after receiving the results in our office, giving our providers time to review the results first and make their recommendations. In the event that your results are highly abnormal or require detailed explanation, we will recommend a face-to-face visit with the provider so that the results can be thoroughly explained and your questions answered.

Pap smears and biopsies are evaluated by a pathologist and results are generally available within 7-10 days. Blood tests, urine tests and vaginal cultures are evaluated by a qualified independently operated laboratory not owned by CWCC, and results may take 3-10 days, depending on the type of test. If you are having both types of tests, you may receive two emails since we like to contact you as soon as the results arrive at our office. If you have not received your results within 2 weeks, please call or email us and we will follow-up on the results with the appropriate source.

If you need to get in contact with us urgently, you can do so 24 hours a day and 7 days a week through our main phone number, which is 713-791-9100. This is the main phone number for all three of our offices, Medical Center, Pearland, and Tanglewood. After hours, the main number will transfer you to an answering service and the doctor who is on call will be paged and will then call you right back. We request that only truly urgent phone calls are transferred to the answering service between the hours of 5:00 pm and 8:30 am and also on weekends and holidays (for example – if you are in labor). Questions regarding appointments, prescriptions or other non-urgent matters will be handled as soon as we return to the office on the next business day. If you have an urgent medical problem during normal business hours, you may follow the instructions on our automated phone system, which has an option to push for a medical emergency. The option will transfer directly to a nurse rather than going to voicemail.

During the day, our nurses are actively assisting our patients and providers so many non-urgent nursing calls will go to our voicemail line. We understand how frustrating this can be. Our nurses are committed to answering all voicemails by the end of the business day and check their messages at least three times daily. We also understand that sometimes when we call you back, you are not able to answer, which delays the resolution of your problem. For this reason, we have set up an option to use email to contact your provider's nurse. If you email a question to your nurse prior to 3:00 pm, your

questions will be answered before the end of the business day. All emails that are sent after 3:00 pm will be answered on the next business day. Your nurse will be able to give you information about test results, prescriptions, upcoming appointments, and convey any information that was given to her by your provider. She will not be able to make new medical diagnoses by email or prescribe new medications without an appointment. We understand that email is in no way a substitute for face-to-face time with your doctor but it is a useful tool to allow us to be accessible to you and keep in touch.

**CWCC Nurse Email:** nurse@cwccchouston.com

If you have questions, concerns, or other feedback which has not been addressed by your nurse, please feel free to contact our management staff listed below:

**Medical Records:** (713)791-9100 ext. 2379

Email: MR@cwccchouston.com

**Billing and Insurance Questions:** (713)791-9100 ext. 2378

Email: Billing@cwccchouston.com

**Practice Administrator: Sharon Barnes,** (713)791-9100 ext. 2615

Email: sbarnes@cwccchouston.com

**OB Operations: Ashley Tiller, MHA, Practice Manager** (713)791-9100

Email: atiller@cwccchouston.com

**Medical Director: Susan Hardwick-Smith, MD**

Email: shs@cwccchouston.com

If you have questions, concerns, or other feedback which is not resolved to your satisfaction by the managers listed above, please contact the practice senior partners in writing at 7900 Fannin, Suite 3000, Houston, TX 77054. (Susan Hardwick-Smith, M.D., Sara Jurney, M.D., Lisa Beard, M.D., Jessica Ohlemacher, M.D., Kristin Brigger M.D., Claire Kelly, M.D., and Shaunna Mason, M.D.)

We also invite all of our patients to complete our online survey. A link to this survey can be found at the bottom of our website, which can be found by visiting [www.completewomenscarecenter.com](http://www.completewomenscarecenter.com). Your survey responses are our most valuable tool for understanding what we are doing right and what we need to improve.

Thank you for allowing us to participate in your healthcare.

CWCC Providers and Staff