

Crossroads ObGyn & Wellness

Please take the time to review this information ESPECIALLY if this is your first visit. But even established patients can find this to be extremely useful information! Make sure to save this document link so you can also reference it after your visit. Please remember that we do update this brochure often based on patient requests so even if you have previously been to our office you may want to still review the document to make sure nothing has changed!

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Welcome to Crossroads ObGyn & Wellness!

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We put this together for you as a helpful guide to some of the Frequently Asked Questions (FAQ's) for the office. Thank you for choosing or continuing to choose to be part of the Crossroads ObGyn & Wellness Family! We will go over some tips & advice that will hopefully make your visit a smooth one. We will also talk a little bit about our office, what makes us different and our patient resources. Please take the time to review this information **ESPECIALLY** if this is your first visit but even established patients find this to be extremely useful information! *We look forward to seeing you soon!*

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Be willing to do whatever it takes to be a warrior for your own health

-Jan Mundo

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Before Your Visit

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We want your visit with us to be harmonious and smooth.

TIP #1 Don't forget to check in!

Our office is paperless so unlike other offices where you may fill out all your paperwork at arrival we request that our patients complete their paperwork online. **To check in for your appointment online go to www.crossroadsobgyn.com,**

click on help then click on check in. For new patients this process can typically take 30-60 minutes to complete and if you have a complicated medical history it may take even longer to input all of your information. We kindly request this be done in advance so that the staff and the doctor have time to properly prepare your chart for your visit so that during the visit the focus is on you and NOT paperwork! We recommend that you do this on your computer or laptop for ease of use but it can also be completed 100% via your phone. Our

staff works 7 days a week processing check in information and when you check in late it delays our ability to prepare for your visit significantly which impacts all patients. To avoid this **we kindly request that all patients check in no later than 5 days before their appointment.** We ask this to allow another patient to have time to book your appointment slot in the case you have a last minute appointment. If you book your appointment within the 5 day window then you MUST check in by midnight on the day your appointment is booked. If for some reason you aren't able to complete your check in by the assigned deadlines your appointment is at risk for cancellation.

You will receive emails from us prior to your appointment. Some of these communications will be your confirmation and appointment reminder emails. You will also receive an invitation to join our patient portal to communicate with us online from our electronic health record Athena Health. Please take the time to register for this portal if you have not already prior to your appointment. You can find video tutorials on how to use the patient portal as well on our website @ crossroadsobgyn.com under the help tab.

Arriving To Your Appointment

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****Because of our office's ongoing COVID precautions please note that we are no longer allowing additional guests in the office--only patients will be allowed into the office. Also we are only seeing one patient at a time and the front doors will be locked during the clinic to limit traffic. When you arrive to your appointment please wait in your vehicle or the downstairs lobby until you are called by our staff to come up to office****

If your appointment is at the Houston office @ 2000 Crawford please note the following:

For parking you may utilize metered self parking or you may valet in the garage. Rates are:

0-60 minutes \$3.00

61-90 minutes \$5.00

91+ minutes \$7.00

Upon arriving please have a seat in the waiting room and the doctor will assist you. If you need to use the restroom while waiting it is straight down the hall to the left and the code is 182.

*We do not process urine tests in the office so if you need to use the restroom please feel free! You do not have to hold it for us!

Regardless of which office you visit please remember-- Because we do recommend electronic check in prior to their appointment unlike most doctor's offices you **DO NOT** need to arrive earlier than your appointment time. **We advise that you do not arrive earlier than your appointment time as we do stick to our schedule and the doctor will not be able to accommodate you prior to your appointment time.**

If you arrive at the office PRIOR to your appointment time please be advised that our doors may be locked as we prepare for your appointment. Our doors do not unlock until 5 minutes prior to appointment time slots. For example if your appointment is at 4:15 you can expect our doors to be locked until 4:05.

We have a 15 minute grace period for all appointments.

Cancelling Your Appointment

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If you need to cancel or reschedule your appointment please remember that you must cancel your appointment more than 2 days prior to your appointment time in order to not receive a cancellation fee. Our cancellation fee is \$100. This fee is set at \$100 because last minute cancellations really impact other patient's ability to see the doctor. If

you are a self pay patient and cancel 2 days or less prior to your appointment time then you will forfeit your deposit for your visit which may be the entire visit fee.

If you must cancel or reschedule your appointment please call 832-415-0376 during business hours. If our office is closed please send a message via the support desk if you do need to cancel or reschedule and we will honor the time that your message is received as the notification time/date. For example if you need to cancel an appointment on Monday but the office is closed over the weekend you can always send your cancellation request on Saturday (remember you must place this request more than 2 days prior to appointment time) and we will honor that request to cancel without any fee as long as your request was sent to us PRIOR to the cancellation window.

How Long Can I Expect to Be At My Appointment?

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It is NEVER our goal to have anyone have to wait an extended amount of time. Our office is THE ONLY office in Houston that offers a Board-Certified, Nationally Certified Menopausal Gynecologist with a focus in Herbal, Ayurveda, Functional and Integrative medicine therefore our office visit times are longer than most traditional practices. This can mean our doctor has visits of an hour or more per patient since we are THE ONLY gynecologic office in Houston that delivers this type of care. Although we can't and will never compromise our commitment to individualized patient care we do want the community to be aware of the difference in our practice and how that can impact wait times.

With this in mind please be prepared for a wait time up to 1-2 hours after your appointment time. This time will vary and may be much shorter depending on patient load and complexity on the date of your visit. We would rather you be prepared and we are able to see you quicker than you not being prepared and it has a domino effect on the rest of your day!



How Do I Upload Document?

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Sometimes patients are unable to upload their insurance card or ID during check in as that option only allows .pdf files. If you are an established patient then we may already have a copy of your card and you can send us a message on your patient portal to check. However if you are a new patient OR an established patient who has changed your insurance we strongly recommend that you provide us with this information prior to your visit. By providing this information you avoid delays to your visit upon arrival to the office, possible cancellations of your appointment if your insurance is ineligible, delays during checkout and problems with visit charge assessment (which can increase your financial responsibility-yikes!).

Or you may have outside records that you want the doctor to have at your visit from your previous doctor. If you weren't able to upload your insurance/ID information during check in OR you have other documents that need to be uploaded to us either before or after your visit we have a solution for you!

To upload your documents (including insurance, ID or other medical records) please login to your Athena Health patient portal and use the option to send us a message from your portal homepage. You should be

able to add attachments when you send that message.



How Do I Register or Access My Patient Portal?

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Our practice uses a secure patient portal for all active patients where you are able to securely message our staff and the doctor 24 hours a day, 7 days a week! You are also able to view and print your lab orders on this portal under tasks and tools then health reminders as well as view your results once the doctor has signed off. The patient portal will also allow you to view your billing statements immediately although [if you need to make a payment you would do that on our website @ crossroadsobgyn.com](#). We highly encourage you to make sure that you have [registered for your portal and can login by going to crossroadsobgyn.com, click on help then click on patient portal](#).

If you are not signed up you may click on sign up today. If you are already signed up for your portal please make sure to login to your portal

and review your information to make sure that it is up to date and don't forget to take that all important selfie and add it to your portal!

How Do I Make A Payment?

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If you are coming for an office visit that requires a copay, co insurance, or deductible typically our office will send you a payment estimate email either before or at the time of your visit where you will be able to see your payment estimate and it has a link at the bottom of that email to make your payment. Keep in mind though if using insurance that this is only an estimate! You may actually owe more (or less!) once your insurance has processed your claim. If you owe more our office will send you a statement and the balance will be due in accordance with your financial policy. If you owe less the difference will post as a credit on your account from which you can either leave as a credit or request a refund per your financial policy.

Free Community and Patient Resources

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We have an integrative and holistic approach to health care for our patients and as such we are very active on social media on a variety of topics from meditation and breathwork to hormonal nutrition. We realize that insurance does not cover holistic and integrative services even though this is the form of medicine that best services most patients. Since those services can come as an out of pocket expense for a lot of patients we are committed to publish a TON of free content regarding health and functional wellness. We offer videos, support groups, recipes, breathing exercises, aromatherapy blends, and informational email series all as FREE content to our community!

We encourage you to join us to engage with this content on one (or all) of our social media channels to start and continue your journey towards optimizing your health and wellness!

