



## UROLOGY CLINIC

**UW** Health Partners

Watertown Regional  
Medical Center

# TABLE OF CONTENTS

Contacting The Clinic .....	3
Available Services.....	3
Clinic Hours.....	3
Contacting Us After Hours .....	3
Appointments, Scheduling & Follow-Up Visits .....	3
Making The Most Of Your Visit .....	4
Insurance And Billing Policies .....	5
Prescription Refills.....	6
Protecting Your Privacy .....	6
Lab Tests And Results .....	6
Complaints and Compliments .....	7
Health Education Opportunities .....	7

*Place this guide in a convenient location for easy reference.*

*Thank you for choosing a UW Health Partners Clinic! Our goal is to help you feel your best—today and in the future—by providing you with state-of-the-art healthcare, regular check-ups, and health education opportunities*

## OUR MISSION

To provide the best in healthcare to our patients.

## OUR VISION

A medical center that is a leader in the delivery of compassionate, clinically excellent, patient centered care; is the healthcare provider of choice; and is recognized as an efficient, cost effective provider of care.

## CONTACTING THE CLINIC

### UW HEALTH PARTNERS UROLOGY CLINIC

123 Hospital Drive, Suite 2002

Watertown, WI 53098

Phone: (920) 261-1334

Fax: (920) 261-8755

## AVAILABLE SERVICES

The Urology Clinic provides specialized urology care for men and women of all ages.

## CLINIC HOURS

We offer convenient morning and afternoon hours to accommodate your schedule.

## CONTACTING US AFTER HOURS

At the Urology Clinic, you have phone access to a physician 24 hours a day, seven days a week. If you need to reach one of our healthcare providers after office hours, just call the hospital switchboard at (920) 261-4210 and ask for “the Urology Clinic physician on call.” Our switchboard operator will then page the healthcare provider to your phone number, and you should receive a call from a physician within 15 minutes.

## APPOINTMENTS, SCHEDULING & FOLLOW-UP VISITS

We are committed to meeting your needs! If you are sick, you can usually see a highly skilled healthcare provider within 24 hours at the Urology Clinic.

**Appointments:** Please arrive 15 minutes prior to your scheduled visit to allow for necessary paperwork and pre-visit preparations.

We value your time! Our goal is to keep your wait time under 20 minutes. If you have waited longer, please let us know.

**If you are running late or can't make it:** Please call us as soon as possible, and we will work with you to accommodate your schedule or reschedule you for a more convenient time.

**Follow-up visits:** Follow-up visits are important to your health. You can schedule any follow-up visits before you leave the clinic, or call us to schedule at your earliest convenience to insure your return visit is appropriately timed. Be sure to tell us the reason for your follow-up visit so that we schedule enough time to give you the care you need.

## **MAKING THE MOST OF YOUR VISIT**

The single most important way you can ensure a high-quality healthcare experience is to be an active member of your own healthcare team. Here are some tips to help you and your healthcare provider become partners in maximizing your healthcare.

### **Give information. Don't wait to be asked!**

- ♦ You know important information about your symptoms and your health history. Tell your healthcare provider what you think he or she needs to know. And always be truthful!
- ♦ Bring a “health history” with you, and keep it up-to-date. Copies of recent medical records are best.
- ♦ Always bring any medicines you are taking, or a list of those medicines (include when and how often you take them) and what strength. Talk about any allergies or reactions you have had from previous or current medicines.
- ♦ Tell your healthcare provider about any herbal products, vitamins or minerals you use or alternative medicines or treatments you receive.

### **Get information.**

- ♦ Ask questions. If you don't, your healthcare provider may think you understand everything that was said.
- ♦ Write down your questions before your visit. List the most important ones first to make sure they get asked and answered.
- ♦ You might want to bring someone along to help you ask questions. This person can also help you understand and/or remember the answers.
- ♦ Ask your healthcare provider to draw pictures if that might help to explain something.
- ♦ Take notes.
- ♦ Let your healthcare provider know if you need more time. If there is not time that day, perhaps you can speak to a nurse or physician assistant on staff.

### **Take information home.**

- ♦ Ask for written instructions.
- ♦ Your healthcare provider also may have brochures, audio tapes and videotapes that can help you. If not, ask how you can get such materials.

### Once you leave the clinic, follow up.

- ♦ If you have questions, call.
- ♦ If your symptoms get worse, or if you have problems with your medicine, call.
- ♦ If you had tests and do not hear about your results within one week, call.

*This information was provided by the Agency for Health and Research Quality, AHRQ Pub. No. 01-0040a.*

## INSURANCE AND BILLING POLICIES

*UW Health Partners Clinic Billing Office: (920) 262-4422*

- ♦ Questions regarding your insurance should be directed to your insurance provider.
- ♦ Questions regarding your medical bill should be directed to our billing office.

As a courtesy to you, UW Health Partners Watertown Regional Medical Center will be happy to submit the appropriate paperwork to your insurance company for payment. ***However, you are ultimately responsible for payment of all fees associated with the services we provide.*** The following are a few tips to help you stay on top of your healthcare-related costs.

- ♦ **Familiarize** yourself with the rules of your insurance plan and the amount of coverage it provides.
- ♦ **Contact your insurance company prior to your visit** to make sure that the visit and related lab tests are covered under your plan.
- ♦ **Ask** your insurance company if a referral or pre-authorization is needed.
- ♦ **Always pay your co-pay** at the time of your visit.
- ♦ **Watch for separate bills for physician's fees** (office visits) and laboratory services. You will receive separate bills for services provided by the clinic (e.g., visit) versus the hospital (e.g., lab test).
- ♦ **Make sure** you provide your UW Health Partners Clinic with your up-to-date insurance information.
- ♦ **Send in your payments on time** to avoid incurring any late fees.
- ♦ **Payment plans**, if necessary, can be set up by contacting our Patient Financial Counselor at (920) 262-4321. We offer discounts, interest free payment plans, and an extended payment/loan program.

## **PRESCRIPTION REFILLS**

There are two ways to request a refill. You can contact your pharmacy and ask them to communicate with your healthcare provider to fill the prescription; or you can contact your healthcare provider's office and ask them to work with your pharmacy to get you the medication you need. Either way, there are a few things you should do to help things go smoothly.

- ♦ Always call at least three days before you run out of medication.
- ♦ When you call for a refill, be prepared to provide the following information:
  - Pharmacy name and number, or
  - Physician name and number
  - Name, dose and frequency of the requested medication
- ♦ Tell your pharmacist and physician about any drug side-effects you are experiencing.

You can submit your refill request to your UW Health Partners Clinic by mail, phone, or fax, using the contact information on the front of this guide.

## **PROTECTING YOUR PRIVACY**

The UW Health Partners associates work hard to protect your privacy. Under the Health Information Portability and Accessibility Act (HIPAA), we are not allowed to share your health information with anyone without your permission. If you would like us to leave messages for you which contains health information—even on a voicemail—we need your permission. Please let us know how you would like us to communicate with you after your visit.

## **LAB TESTS AND RESULTS**

If you need more extensive tests that cannot be performed in our lab, a member of our nursing staff will help you schedule the tests you need at Watertown Regional Medical Center.

After you provide a specimen for testing, you will receive a letter informing you of your results within seven days. If your test results are abnormal, your physician will contact you within seven days to discuss any concerns. If you do not receive a call or letter within 10 days, please contact our office and let us know.

## **COMPLAINTS AND COMPLIMENTS**

UW Health Partners associates are committed to providing you with excellent service, every time, without exception. *If you have a concern, complaint or compliment regarding the care you received from our staff, please inform us in person, over the phone, or in writing.* We promise to respond to your comments in a respectful, timely manner and to do all we can to resolve any concerns.

**We welcome your feedback!** You may receive a short customer satisfaction survey during your visit to our clinic. The survey also includes space for you to write any comments you would like to share. We can be most effective in addressing your concerns if you let us know right way, so please take a moment to complete the survey and share your opinion about the care we provide.

## **HEALTH EDUCATION OPPORTUNITIES**

UW Health Partners is committed to supporting the overall health of our community by providing a variety of health seminars, fitness classes, support groups and screenings. Some events require registration and/or a small fee, but most are free and open to the public.

If you would like information about our upcoming programs, please visit [uwHPwatertown.com](http://uwHPwatertown.com).

# QUICK REFERENCE NUMBERS

Use this handy guide to organize all your important phone numbers:

<b>Emergency:</b> .....	<b>9-1-1</b>
Watertown Regional Medical Center: .....	(920) 261-4210
Physician Referral: .....	(920) 262-4298
Family Physician: .....	_____
Women's Health Physician: .....	_____
Pediatrician: .....	_____
Dentist: .....	_____
Pharmacy: .....	_____
Poison Center: .....	(800) 222-1222
Work: .....	_____
Cell Phones: .....	_____
School/Day Care: .....	_____
Other: .....	_____

**FOR MORE INFORMATION OR TO SCHEDULE AN APPOINTMENT CALL (920) 261-1334.**

**UW** **Health Partners**

**Watertown Regional  
Medical Center**

123 Hospital Drive, Suite 2002, Watertown WI 53098

(920) 261-1334

[uwhpwatertown.com](http://uwhpwatertown.com)