

Chico Nurse Midwifery Service, Inc.

Welcome: _____

Thank you for choosing the Midwives as your care providers. Your appointment is scheduled for _____ at _____.

Please arrive 15 minutes early to complete all paperwork. Please contact our office as soon as possible if you are unable to keep this appointment. If you miss this appointment it may be several weeks before you can be seen.

Chico Nurse Midwifery Service provides comprehensive maternity services including prenatal care, hospital labor and delivery, and postpartum care. Your first visit usually takes one hour and includes complete history taking, physical examination and pelvic examination. Return prenatal visits and postpartum visits last 20-30 minutes. At this time, we provide complete routine OB care to assure your pregnancy is progressing healthfully as well as provide you with emotional support and educational materials.

The nurse midwives in Chico attend birth at Feather River Hospital in Paradise and share call with Paradise Midwifery Service and one of them is always on duty to provide care during labor and delivery. All practitioners have a similar philosophy of midwifery care which involves nurturing, medical safety, working in partnership with the family and responding to the individual needs and desires of laboring women. You may read the biographies of Lisa Catterall, Cheryl Struve, Ellie Orbeton and Marie Roberts in your pregnancy journal. Dr. Ronald Ainsworth is our supervising obstetrician and is available for medical consultations. Patients with medical complications beyond the scope of nurse-midwifery care are referred to Dr. Ainsworth. If this occurs during labor the midwife will remain with you to provide emotional support until you have delivered.

We also provide Well-Woman gynecological care, as well as contraceptive services.

Our nurse midwives are on call 24 hours a day, seven days a week. Occasionally due to births and emergencies it may become necessary to reschedule patients, sometimes more than once and even on the day of your scheduled appointment. Emergencies are never planned and we ask your understanding if we have not had enough time to notify you before your arrival for your appointment. We apologize for any inconvenience this may cause you.

Our office is open for appointments Monday thru Friday from 9 am to 5 pm. We are available 24 hours a day for emergencies and of course the arrival of new babies. We look forward to meeting you, answering your questions and sharing this special time with you.

Sincerely,

Lisa Catterall, CNM

FINANCIAL POLICY

We will bill your insurance company or Medi-Cal as a courtesy to you. However, you are ultimately responsible for any charges that are denied or not covered by your insurance company. Please be aware that it is your responsibility to make sure that your insurance is current at the time of service. Please be prepared to pay any co-pay at the time of your visit. Any outstanding balance is due and payable within 30 days. We accept Visa, Mastercard and Discover.

All checks returned due to insufficient funds will be charged a \$25.00 fee. If the check is not honored within 30 days, legal action will be taken through the Attorney General's office and our collection agency.

MISSED APPOINTMENT POLICY

It is your responsibility to call our office 24 hours in advance if you are not going to be able to make it to your appointment. Two consecutive missed appointments without 24 hour notice may result in discontinuance of care.