

# NORTHWEST OBSTETRICS & GYNECOLOGY

DESRENE BROWN, M.D., FACOG  
OBSTETRICIAN & GYNECOLOGIST

## **WELCOME....**

Thank you for inviting us to participate in your health care. We would like to take this opportunity to provide you with some information about our practice. Please review this and keep in mind, that any time you have a question, all you have to do is call us.

## **Desrene Brown, M.D., FACOG**

Dr. Brown completed medical school at the University of Medicine and Dentistry of New Jersey, followed by four years residency at College of Physicians and Surgeons of Columbia University, Harlem Hospital Center, New York City. Dr. Brown is a board certified Obstetrician, Gynecologist and Surgeon. She is continually informed of the latest studies, advances and procedures in her field. A record of her credentials is available in the office.

**Hospital Affiliations:** Blanchard Valley Regional Health Center  
(Bluffton and Findlay campus)  
Lima Memorial Hospital

## **Services**

- Routine Women's Health Care
- Yearly Examination, PAP test and screening procedures
- Evaluation and treatment of abnormal Pap tests:
- Colposcopy and LEEP Procedures
- Evaluation and treatment of incontinence
- Treatment of sexually transmitted diseases
- Counseling for PMS, perimenopause and menopause
- Routine and High Risk Obstetrics
- Infertility
- Obstetrical and Gynecological Emergencies
- Gynecologic surgery (vaginal reconstruction)
- In-office alternatives to hysterectomy

## ***Appointments***

It is recommended that you call well ahead of time to schedule routine visits. However, in case of emergency, call our office and we will see you as soon as possible. If you are unable to keep your appointment, please notify our office twenty-four hours in advance to avoid being charged a \$25.00 fee. This charge is not paid by insurance.

## ***If You Need Us After Hours***

Please make non-emergency calls between 9:00 a.m. and 5:00 p.m. For emergencies after office hours, you may reach Dr. Brown by calling either our Bluffton or Ottawa office. You will be instructed to contact our answering service and that number will be provided.

## ***Telephone Calls***

We encourage you to call our office if you have a problem or a question. Our receptionist will schedule an appointment or direct your call to the appropriate person. If you need to speak to the nurse, a message will be taken and your call will be returned later that day. Calls are returned after 5:00 p.m., unless they are emergencies. If you feel you have an urgent problem, please relay this to the receptionist so the matter can be handled promptly. For your protection, Dr. Brown will not refill prescriptions after office hours for narcotic pain medications, tranquilizers or sleeping medications. If you are calling to have a prescription refilled, we ask that you call during office hours so that we will have your chart available to make sure that a refill is in the best course of treatment. If appropriate, your prescription will be called in within 48 hours. There will be a \$10.00 charge for call in prescriptions.

## ***Payment***

Charges or office co-pays for all office visits are due at the time of the visit. You are responsible for charges incurred. If other arrangements are necessary, please speak to the office manager. We will be happy to help you in whatever way we can. You can help us serve you better if you are aware of your co-pays and deductibles and your insurance coverage. If you are uncertain, please check your policy or call your provider. We do our best to assist you by filing your insurance claims for you and helping as much as we can. If we can be of further assistance, please let us know.

We look forward to getting to know you and thank you for inviting us to join your health care team.