

## Alliance Fort Worth

10840 Texas Health Trail, Suite 250  
Fort Worth, Texas 76244  
(817) 750-1310



### PHYSICIANS

Gladys Tse, M.D.  
Celeste Williams, D.O.  
Patricia O'Toole, D.O.

### HOURS

By appointment: 8:00 a.m. – 5:00 p.m., Monday–Friday.

### PHONE NUMBERS

Phone (817) 750-1310  
Fax (817) 750-1311

### TELEPHONE CALLS

You may encounter problems that you feel are of an emergency nature or those that cannot wait until your next visit.

#### Before you phone, please review the following suggestions:

- First, check to see if the answer to your question is in this booklet.
- Evaluate your own condition and jot down a few notes and specific questions to help you remember the facts. If you suspect a fever, take your temperature.
- Set any prescription bottles by the phone so you can read off the drug dose and pharmacy number.
- Have pencil and paper handy to write down instructions.

#### When you call our office:

- Make the call yourself unless this is impossible. Relayed messages may not be accurate.
- Call during office hours so your chart is available for reference.
- Be sure to identify yourself, including birth date and month of pregnancy.
- Describe your problem as thoroughly as possible from your notes.
- Write down instructions. When you are worried, sleepy or upset, instructions are not always easy to remember.
- Your non-emergency calls during office hours will be returned by a trained nurse who is capable of answering most of your routine questions and addressing your problems. With unusual or more complex medical problems, she will consult a physician prior to answering your questions.
- If you think you have an emergency, tell us immediately. If your first contact is with office staff or answering service, tell them you have an emergency so they don't place you on hold.

### FEES, BILLING & COLLECTION POLICIES

We recommend that you familiarize yourself with the maternity benefits available through your insurance carrier. If you have maternity benefits, we will file your charges with the insurance company at the completion (delivery) of your pregnancy. We ask that your deductible and the percentage of the fee not covered by your insurance be paid within the first seven months of your pregnancy. Lab, sonograms and other incidental fees will be filed at the time of service. We will look to you to pay only your percentage (copay) on the day services are rendered.

If you do not have insurance coverage, the prenatal visits and delivery fee will be averaged into monthly payments that will need to be paid by the seventh month of pregnancy. All incidental services such as lab and sonograms will be collected at the time the service is rendered.

Your hospital bill will be separate from your doctor's bill. Questions regarding those fees should be addressed by their billing department.

### HOSPITAL INFORMATION

Pre-registration should be done prior to the seventh month of pregnancy by going to the admissions office at the hospital where you will be delivering.

If you register by person, remember to bring your insurance card, as you will be asked to provide demographic and insurance information.

#### ■ Texas Health Harris Methodist Hospital Alliance

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|------------------------|----------------|
| Main Hospital Operator | (682) 212-2000 |
| Labor and Delivery     | (682) 212-3400 |
| Pre-Registration       | (682) 212-3496 |
| Class Enrollment       | (877) 847-9355 |

### CHILDBIRTH CLASSES

A number of prenatal classes are offered. These classes should be scheduled during the first 6 months of your pregnancy.

### PEDIATRICIAN

You need to select a pediatrician or family practitioner to care for your baby immediately after birth and during your hospitalization. A list will be provided to assist you in that selection.