



**Saratoga Midwifery and Women's Health Services
Women's Primary Care**

665 Saratoga Road, Suite 100
Gansevoort, NY 12831
Tel 518-363-8815
Fax 518-871-1696

Welcome to our practice and thank you for choosing us for your healthcare needs.

We provide care for women from ages 13 and up. Board certified in adult family medicine and midwifery, our services include but are not limited to obstetrics, gynecology, adolescent/adult medicine, geriatrics, and minor surgical procedures. We work closely with specialists to ensure referrals are made that will assist in treatment of complex health issues to improve the quality of patient care as well as the patient experience.

We value and respect each individual patient regardless of; race, gender, or financial position.

Primary Care:

Maggie Caiazza, MS, APRN-BC, ANP, FNP
Karen Krutchick, MD

Midwives

Mary Beth D'Aloia, CNM
Jennifer Kittell, MSN, CNM
Sara Gorham, CNM
Kathleen Murphy, CNM, CLC
Kim Schoch, CNM, OB/GYN
NP
Emily Scialabba, CNM

Gynecology Care:

Terri Jones-Kingman OB/GYN NP

Office Hours

8:00am to 4:30pm Monday through Friday

Scheduling Appointments

Appointments are scheduled Monday through Friday between 8:00 am to 4:00pm.

ACUTE (SICK) Appointments

The providers reserve limited time daily in their schedule for their patients whom require same day appointments due to an unforeseen acute illness. In the event that your primary has no time available in

their schedule to accommodate your needs, one of the other physicians will see you for this acute visit appointment.

If you have a life threatening emergency call 911 directly

Rescheduling or Canceling Appointments

We request a 24 hour prior notification for rescheduling or cancellation of appointments. It is important that you communicate to us when you are unable to keep an appointment, so that this appointment may be offered to another person.

If you are 10 Minutes or more late, you will be rescheduled. It is recommended that you call and reschedule your appointment if you are going to be more than 10 minutes late.

No Shows

If you are unable to make an appointment and do not notify the office, you will be considered a NO SHOW. All *new patients* that miss their initial appointment and do not notify the office are considered a NO SHOW and will not be rescheduled. Established patients will be discharged from the practice after three NO SHOWS.

After Hours Calls

After the office is closed or on Holidays you may still contact our office and our on call service would be happy to help you with any urgent medical issues. The covering physician does not address medication refills, referrals, lab results appointment cancellations or other non-urgent matters. These non-urgent matters or questions should be done during normal hours by calling 518-363-8815.

Prescription Requests

Please call our office number at 518-363-8815 and choose the nurses line from the options.

Referrals

If your insurance requires a referral and/or prior authorization for any specialists or ancillary testing your Primary Care is referring you to, our office will process that for you. Your insurance information and any supporting documentation will be provided to the specialist as needed for your appointment.

Test Results

We believe that patients should be informed of results of all testing. For routine labs and tests you may receive a call from our nurses or a letter. The results have been reviewed by the physicians and then assigned to the office staff to inform you. If you wish to speak with the physician regarding the results please let the nurse know and our provider will call you or request for you to make an appointment regarding the nature of the results.

If you have not heard from us regarding your results within 7-10 days, we do want you to call to inquire.

Adolescent Primary Care Appointments

Females coming into the office for **primary care** under the age of 18 and unaccompanied by a legal guardian at time of visit must have written permission by their legal guardian or parent in order for them to be evaluated and treated by the physician.

Financial Information

We will process all insurance claims for payment. Please be aware of what your insurance benefits are for our services and what your financial responsibilities may be. Co-payment is expected at time of service. We accept cash, checks and all major credit cards. If you have any billing questions please contact our billing office at 518-583-8497.

Patient Portal

We now have a patient portal available from our website for our patients use. This allows you to have real-time access to your medications, labs and upcoming appointments. You will also be able to view your appointments, cancel appointments, request refills and message your provider.