**Welcome to MyOBGYN**

Hours: Monday – Thursday 8:00- 5:00 pm

6850 N. Durango Dr., Las Vegas, NV 89149

P: (702)463-2981 F: (702)463-2883

**Providers:** Dr. Heather Bacala, M.D., FACOG

**Patient Health Portal**: <https://20402.portal.athenahealth.com/>

**Please register**

* Provides access to your test results, referrals and other medical records
* Messaging system: Ask questions without waiting on hold or leaving voicemails
  + Allow up to 2 business days for a reply
  + Inquire about appointments, bills and medical questions
  + If your medical question is complex (takes more than one or two sentences to respond), we will call you to schedule an appointment in the office to discuss in person

**After Hours Service:**

* Send a portal message or call back during business hours for any questions regarding appointments, billing or prescriptions
* If you have an **emergent** need: Dial (702)463-2981 and hit the option to be connected to the on-call physician. This is for **emergencies** only. If it is determined by the doctor-on-call to be non-emergent, you will be subject to a $35 fee for this service

**Call Group:**

* M– F 7 am -5:00 pm at Centennial Hills, Dr. Bacala covers her own patients.
* Evening, weekend and vacation coverage is shared with 3 other female physicians

**Appointment times:**

* Dr. Bacala understands that her patient’s time is valuable and is working hard to reduce wait times.
* You will be given an arrival time and an appointment time. The arrival time gives you time to check in, update any paperwork/billing changes and have intake performed by the medical assistants. If you arrive later than your appointment time, you will be rescheduled.
* As Dr. Bacala does leave for deliveries during the day, you may have a wait. You will be given the option to wait, return later in the day, or reschedule your appointment. We will try to keep the wait times updated and as accurate as possible.

**No Show Policy:**

* Any no-show, same day cancellations or late arrivals resulting in a reschedule will be charged a $25 Fee. (please see policy)

**FMLA**

* FMLA packets (includes disability): $50
* Expedited (1-2 business days): $75
* Additional FMLA packets related to initial problem: $25
* Single sheet forms $25

**Referrals**

* If Dr. Bacala were to refer you out to a specialist, we will send the referral same day or the next business day
* Please allow 3-5 business days to hear from the specialist you are referred to
* For STAT referrals it can take up to two business days due to insurance requirements.

**Surgery:**

* Dr. Bacala typically does surgeries at Centennial Hills Hospital or Specialty Surgery Center
* Centennial Hills Hospital

6900 N Durango Dr

Las Vegas, NV 89149

* Specialty Surgery Center

7250 Cathedral Rock Dr

Las Vegas, NV 89128

* The surgery scheduler will call you to schedule your surgery and go over cost or expenses you may have.
* Please allow 3-5 business days
* May be via phone call or message through our patient portal.
* Preop visit will be scheduled with the surgery scheduler to go over consents and receive lab orders.

**Annual Exams:**

* Includes indicated screening and referrals for colonoscopy, dexa scan (bone scan) and mammo
* Screening annual blood work, unless done by your PCP
* PAP Smear when indicated
* Any gynecological problems (such as abnormal bleeding, fertility/infertility, vaginal discharge, pelvic pain) will need to be addressed at separate visit
* Any non-gynecological problems or refills related to the problems will need to be done by your PCP. These includes, but are not limited to, hypertension, diabetes, and thyroid disorders.
* We have a list of preferred PCPs if you do not have one.