

Office Frequently Asked Questions

This information is not a substitute for medical advice, diagnosis, or treatment. The diagnosis or treatment of any disease or condition may be based on personal history, family history, symptoms, a physical examination, laboratory test results, and other information considered important by your doctor. Always talk with your doctor about the meaning of your test results.

Below you will find questions commonly asked about WHC. If you would like any additional information, please call our office at 248-465-1200.

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What services does Women's Health Consultants offer?

WHC is dedicated to the care of women throughout their lives from adolescence through menopause. You can find a list of many of the services we offer under the In-Office Procedures tab. Additionally, you can read about our Doctors' areas of expertise under the Staff area of this website.

Where is WHC located?

WHC is located at:

46325 West 12 Mile Road

Suite 250

Novi, Michigan 48377

We are located in the Keystone Medical Center on the south side of 12 Mile Road between Novi and Beck Roads, one mile west of Twelve Oaks Mall.

Our telephone number is 248-465-1200.

What are WHC's hours?

Mon 7:45 a.m. – 6:15 p.m.

Tues 7:00 a.m. – 5:00 p.m.

Wed 9:30 a.m. – 5:00 p.m.

Thurs 7:00 a.m. – 5:00 p.m.

Fri 7:00 a.m. – 3:00 p.m.

Scheduled Saturdays

Additionally, one of our Physicians is on call 24 hours a day, 7 days a week for emergencies.

Do you treat adolescents?

Yes, we are happy to care for patients of all ages.

What hospitals are the Physicians of Women's Health Consultants affiliated with?

WHC is affiliated with Providence Park Hospital in Novi and Providence Hospital in Southfield both within the St. John Health System.

How can I make an appointment?

Whether you are a new or existing patient, please call our office at 248-465-1200 during office hours to schedule an appointment.

What if I do not have a doctor?

The staff at WHC is happy to assist you to find a WHC Physician who can meet your needs. Please refer to the Our Doctors section of our website to find more information about our Physicians.

What should I expect during my annual exam?

An annual exam is a yearly visit to your physician for a general check-up. This exam includes a general physical exam, an update of family health history, a review of your health history, an update of current medications, an evaluation of need for health screening tests, and pelvic and breast exams.

Why must I fill out so many forms at my office visits?

In order for our Physicians to provide you with the best care possible, it is necessary to have the most updated information regarding your health, your insurance, and your contact information.

Why must I turn off my cell phone when I am in the office?

We try to make your experience at Women's Health Consultants as pleasant as possible. In order to do so, we ask that you refrain from using your cell phone inside the office and waiting areas. A cell phone ringing in the office often interferes with a patient's ability to hear and understand the important information the Front Desk, Medical Assistants, and Physicians give her and can be very distracting to other patients. We appreciate your cooperation with this policy.

Referrals

When do I need a referral?

If you are unsure of whether or not you need a referral, please check with your insurance company or call our office.

How can I get a referral?

If you need a referral, please call your Primary Care Physician and have them fax one to us at 248-465-2850 prior to your visit.

Refills

How can I get a refill on my medication?

In order to obtain a refill, please call our office number at 248-465-1200 and select "Option 2." Leave a message with your name, date of birth, Physician's name, prescription, telephone number, and pharmacy number. Please allow at least 24 to 48 hours for the refill process to be completed.

Test Results

How can I obtain my test results?

Please contact your WHC physician for test results. Please be aware that it may take seven to 10 days to obtain your test results from the Lab.

Why does it take seven to 10 days to obtain my test results?

Different tests have various turnaround times. Lab tests that are performed in our own lab will likely have a quicker turnaround time. Tests that are sent to an external lab will take longer. Usually, cultures take up to four days, biopsies take up to a week or longer, and pap smears may take up to three weeks. Once the test results come in, your Physician must review them, and then you will be notified of your results and your plan of treatment.

Insurance/Billing

What payment and insurance plans does WHC accept?

We accept MasterCard, Visa, Discover, American Express, check or cash. For a list of insurances accepted, please refer to the Payment/Insurance section of this website.

Why must I show my insurance card at each appointment?

Your card tells us what copay we should collect and how to file the claim. We must verify your insurance card at each visit so that we are certain we have the most current information to be able to file your insurance claim. If you are unable to provide a current copy of your insurance card at your visit, then you may be responsible for the payment of that day's services.

Does my insurance cover my annual exam?

Please call your insurance company for information regarding covered services prior to your appointment. The telephone number can be found on the back of your insurance card.

Who can I contact if I have a question regarding my bill?

Please call our billing company at 800-827-3797

Medical Records

How can I obtain a copy of my medical records?

There is a fee for medical records copying. The patient must sign a release form. The signed and dated release must be mailed or faxed back to our office. We require 10 days processing time to complete the request.