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HOW TO CONTACT OUR PROVIDERS

We are committed to being accessible and responsive to your questions/concerns. Below, you will find various ways to reach us.

Please keep in mind that we are a small team, and your understanding of our communication systems is greatly appreciated. We prioritize urgent matters and are here to assist you!

Thank you for your cooperation!

RUNNING LATE

To provide you with the individualized care and attention you deserve, we kindly ask that you reschedule your appointment if you are more than 15 minutes late. It's important for us to maintain a schedule that respects the time of all our clients.

While we strive to stay on schedule, there may be occasional urgent situations that requires more of our attention that can lead delays. We work hard to minimize these occurrences.

Please plan to arrive at least 15 minutes before your scheduled appointment. This will allow you to complete the check-in process and take care of any needs such as getting water and using the restroom.

If you need to communicate with our scheduling department, please call the office at 813-803-3026-9405

Thank you for your understanding!

URGENT AND LABOR RELATED CONCERNS ARE OUR TOP PRIORITY:

For urgent texts and calls, please use the following methods in order:

1. Call : Office main number 813-803-3026
2. After office hours, your call will be directed to our answering service who will contact the provider on-call. Please allow 15-20 minutes for the provider to return your call. If it is an emergency, you may proceed to the hospital you were advised during office prenatal visits.
3. WAIT: If you haven't heard back within 15-20 minutes, please call again.
4. LIFE-THREATENING EMERGENCIES: If you believe you are experiencing a life-threatening emergency, call 911 immediately.

Thank you for your understanding!

URGENT OBSTETRIC ISSUES:

Please contact us about urgent issues related to any of the following:

- Vaginal Bleeding: Bleeding from the vagina (not associated with intercourse).
- Swelling: Severe swelling of the hands and face, especially if it occurs suddenly.
- Neurological Symptoms: Severe headaches, blurry vision, and/or pain under the rib cage (unrelated to fetal movement), particularly in combination.
- Fluid Leakage: Waters breaking or leaking (please note the color, odor, and amount).
- Pre-Term Contractions: More than 5-6 painful, regular contractions per hour before 37 weeks
 - that do not resolve with rest and hydration.
- Labor Indicators: Painful and predictable uterine contractions at full term (37-42 weeks), especially when they are consistently 2-5 minutes apart or less and last at least one minute.
- Decreased Fetal Movement: Decreased fetal movement after 28 weeks when the baby is
 - normally active. Please attempt to wake the baby by drinking cold fluids and/or eating a snack while resting on your side before contacting us.
- Severe Pain: Persistent and severe pelvic or abdominal pain.
- Mid-Back Pain: Persistent and severe mid-back pain.
- Postpartum Concerns: Signs of infection, excessive bleeding, or respiratory distress during
 - the postpartum period.
- Serious Concerns: Any serious and immediate concerns for yourself or your baby.

NON-URGENT ISSUES

Please contact us through the patient portal.

Portal at:
(direct to Athena)

To submit a question, click on (Athena specific) for health-related inquiries.

We aim to respond to non-urgent issues within 2-3 business days, and we often reply sooner if possible.

Examples of NON-URGENT Issues Include:

- Minor health questions that don't require immediate answers but cannot wait until your next
- appointment. (nausea, work letters, prescription refills or glucose monitoring supplies, etc.)
- Ongoing health problems needing advice on appointment types.
- Non-urgent lab results.
- Making, changing, or canceling appointments
- Questions about finances, insurance, payments, or billing (please choose "Billing & Payments" under "Subject").
- Filling out paperwork or sending letters (please choose "Office Staff Questions" under "Subject").
- Uploading documents for us to complete or review. Log in and click on "Upload Documents"
- at the top of the page in the lavender bar. Choose the document type and drag it into the designated box.

Note: Most forms, such as FMLA or disability requests, require at least 10-15 business days to complete, and there is an associated fee for filling out these forms (please refer to your financial agreement).

Important: Please do not use social media for messaging us.