



Getting Your Clinical Questions Answered

Answering your questions and getting your results to you in a timely manner is our utmost priority. We understand that you are busy and many of you simply do not have time to wait on the phone. For this reason we recommend that all of our patients supply us with an email address that we will use as our primary mode of communication. We will email you with your results no more than 48 business hours after receiving the results in our office, giving our providers time to review the results first and make their recommendations. In the event that your results are highly abnormal or require detailed explanation, we will recommend a face to face visit with the provider so that the results can be completely explained.

Pap smears and biopsies are evaluated by a pathologist and results are generally available within 7-10 days. Blood tests, urine tests and vaginal cultures are evaluated by Laboratory Corporation of America and results may take 3-10 days depending on the type of test. If you are having both types of tests, you may receive two emails since we like to contact you as soon as the results arrive at our office. If you have not received your results within 2 weeks please call us and we will follow-up on the results with the appropriate source.

If you need to get hold of us urgently, you can do so 24 hours a day, 7 days a week, though our main phone number, (713)791-9100 (for both Pearland and Medical Center patients). After hours the main number transfers to an answering service, and the doctor on call will be paged and will call you right back. We ask that only truly urgent calls are transferred to the answering service between 5:00 pm and 8:30 am and on weekends and holidays (for example, if you are in labor). Questions regarding appointments, prescriptions or other non urgent matters will be handled as soon as we return to the office. If you have an urgent medical problem during normal business hours, you may follow the instructions on our automated phone system, which has an option to push for a medical emergency. The option will transfer directly to a nurse and will not go to voice mail.

During the day our nurses are actively assisting our patients and providers, and many non-urgent nursing calls will go to voicemail. We understand how frustrating this can be. Our nurses are committed to answering all voicemails by the end of the business day and check their messages at least three times daily. We understand that sometimes when we call you back you are not able to answer, which delays the resolution of your problem. For this reason we have set up an option to use email to contact your provider's nurse. If you email a question to your nurse before 3:00 pm, your question will be answered before the end of the business day. Emails sent after 3:00 pm will be answered on the next business day. Your nurse will be able to give you information about test results, prescriptions, upcoming appointments, and convey any information given to her by your provider. She will not be able to make new medical diagnoses by email or prescribe new medication without an appointment. We understand that email is in no way a substitute for face to face time with your doctor, but it is a useful tool to allow us to be accessible to you and keep in touch.

Dr. Hardwick-Smith and Brandi Wachel's nurse: (713)791-9100 ext: 304

Email: HSnurse@cwchouston.com

Dr. Journey and Kathleen Mechler's nurse: (713)791-9100 ext: 304

Email: Jurneynurse@cwchouston.com

Dr. Beard and Laurel Spence's nurse: (713)791-9100 ext: 317

Email: Beardnurse@cwchouston.com

Dr. Brigger's nurse: (713)791-9100 ext: 306

Email: Briggernurse@cwchouston.com

Dr. Ohlemacher's nurse: Direct Pearland number (281) 598-0103** for nursing questions only. For appointments and after hours please call the main number at (713) 791-9100 and follow prompts.

Email: Ohlemachernurse@cwchouston.com

If you have questions, concerns or other feedback which has not been addressed by your nurse, please feel free contact our management staff listed below.

Clinical manager: Stephanie Daniell, LVN (713)791-9100 ext: 321

sdaniell@cwchouston.com

Billing Manager: Sharon Hinkie (713)791-9100 ext: 322

shinkie@cwchouston.com

Front Desk Manager: Judy Cobb (713) 791-9100 ext: 326

jcobb@cwchouston.com

Practice Administrator: Beth Ann William, MBA, CPME (713)791-9100 ext: 311

bwilliams@cwchouston.com

If you have questions, concerns or other feedback with is not resolved to your satisfaction by the managers listed above, please contact the practice owners in writing at 6410 Fannin, Suite 825, Houston TX 77030. (Susan Hardwick-Smith, M.D. and Sara Journey, M.D.)

We also invite all of our patients to complete our online survey. A link to the survey is at the bottom of the home page of our website. Your survey responses are our most valuable tool for understanding what we are doing right, and what we need to improve.

Thank you for allowing us to participate in your healthcare.

CWCC Doctors and Staff.