Welcome and Congratulations

Congratulations on your pregnancy!

Congratulations, expectant mom! We are pleased that you have chosen our office for your obstetric and gynecologic care. Ruch Clinic offers a team of ten of the most diverse and skilled providers in the area who share a common passion--excellence in the care of women throughout the spectrum of life. We are practicing our specialty together to give you the best possible medical care when you need it and hope that you will feel comfortable and secure with the treatment you receive. All of our providers are certified specialists in the health care of women. Also, our physicians are Fellows of the American College of Obstetricians and Gynecologists.

Ruch Clinic is a team committed to providing the highest level of care available in our community. We are concerned with your needs and welcome any suggestions you have that will improve the care you receive.

Our obstetric patients are very special to us. We realize that during pregnancy you are going through an exciting time of changes and preparation. During this time many questions may arise about your body, the baby, and your plan of care. This booklet will hopefully be a helpful resource to you throughout your pregnancy. Your Ruch Clinic Pregnancy Handbook was created with your special needs and questions in mind.

Our first-time expectant moms will also receive a copy of Your Pregnancy and Birth. This excellent book is a comprehensive guide to everything about pregnancy. Many of the topics in this handbook are discussed in further detail in your book. Be sure to make time to familiarize yourself with both of these resources. They contain a wealth of information that may be very helpful to you throughout the various stages of your pregnancy, delivery, and postpartum period.

We welcome and encourage you to call the office if you have a problem or question. Calls between 8:30 am and 3:00 pm will usually be returned by a nurse as soon as possible during the same day. Non-emergency calls received after 3:00 pm will be returned the next business day.

Our office is open Monday through Friday, 8:30 am until 5:00 pm. We will be closed on the following holidays to allow our physicians and staff time with their friends and families: New Year's Day, Memorial Day, Independence Day, Thanksgiving Day and the following day, Christmas Eve, and Christmas Day. Our physicians and staff wish you a happy holiday during these times.

After office hours or on days when our office is closed, you can always reach the physician on call by phoning 901-844-5098. Our answering service will promptly refer all calls to the physician on duty who will return your call as quickly as possible. There are times when the physician will be busy with other patients and emergencies, so we do ask for your understanding at those times. The physician will call you back as soon as possible. Please restrict after-hours calls to emergencies only. Drug prescription refills are not considered emergencies. Requests for refills should be made during regular office hours so that your provider has access to your

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medical records and can better determine your needs. Also, have the phone number for the pharmacy available when calling for medications.

Our office schedules patient visits by appointment. We have found over the years that this provides the most convenient and best service for you. If you find that you cannot keep your appointment, we would appreciate it if you would call the office to notify us as soon as you can. This will make it possible for another patient to be seen during that appointment time. If you do have an emergency, please call our office and we will arrange a scheduled appointment for you to see one of our providers as soon as possible.

This is a group practice, and although you may prefer to have one physician primarily responsible for your pregnancy care, we do suggest that you take advantage of opportunities to rotate appointments with all of the providers in the group. This will be beneficial since your labor may begin at any time when another physician in the group is on call. During your pregnancy, you should have excellent medical care available continuously. A group practice such as ours assures this continuity of care.