



WELCOME TO THE NEW HOPE CENTER

Dr. Robin L. Poe-Zeigler & Dr. Christian Perez & all the staff here at The New Hope Center would like to welcome you to the practice. We pride ourselves on providing the highest quality care available, using cutting-edge techniques and technology to achieve the best possible outcome for each patient, while offering convenient and personalized care, in a sensitive, yet professional environment.

Our Medical Director, "Dr. Robin", founded The New Hope Center in February of 1997, as her way providing those patients seeking fertility treatment, with the option of receiving the same or higher quality of care in a compassionate, one-on-one setting, as opposed to the traditional Academic environment. In 2008, we welcomed our second physician, Dr. Christian Perez, who brings with him not only his training and experience from the U.S., but also that of two additional countries, Colombia and France. Together, Dr. Robin and Dr. Perez offer their expertise in every facet of infertility testing and treatment, as well as specialized surgical procedures, which includes the use of the DaVinci Robotic surgical system.

Our support staff includes several administrative, clinical, billing and financial members, as well our IVF and Laboratory teams. During your visits to our center, you will have the opportunity to meet each member of our team.

Our administrative staff will assist you with scheduling appointments, and your intake paperwork and medical record needs. Our clinical staff will work closely with you and your physician, to help guide you through the testing and treatment procedures. Our billing staff will assist you with understanding your insurance plan coverage and benefits, and will answer your account questions.

Our Financial Department and a Financial Counselor will assist you in financial matters, and in navigating your way when preparing for your upcoming treatment plan. They will provide a detailed description of the fees associated with the testing and/or treatment plan recommended, as well as information regarding the many New Hope Center Discount and Cost Assistance Programs we have to offer. The New Hope Center has secured several different Banking and Finance Companies to assist our patients with the associated costs of their testing and treatment, and our Financial Counselors will not only provide you with this information, but will also assist you in the application process.

Our IVF and Laboratory team will answer questions about the many A.R.T. procedures we offer, as well as assisting you in preparing for your IVF, Donor Egg, Cryo Cycle, Donated Embryo Cycle, or PGD procedures.

The packet of information contained here, was designed as a tool, to assist you in more easily navigating not only your initial visit, but your entire experience with our center. Please take the time to read its entire contents. If you have any questions, please do not hesitate to contact one of our staff for assistance. A complete listing of our team and their job positions, along with their direct e-mail address is included for your convenience.

We sincerely thank you for choosing The New Hope Center for Reproductive Medicine, and we assure you that our staff will do their very best to make your time as enjoyable and rewarding for you, as providing that care will be for us.

The New Hope Center TEAM welcomes you to our practice!

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The New Hope Center for Reproductive Medicine
Oceana Place • 448 Viking Drive, Suite 100 • Virginia Beach • Virginia 23452

Main #: 757-496-5370

Fax #: 757-481-3354

We want to welcome you as a New Patient and sincerely hope that your visit will be a pleasant one. Please find information about our office, as well as a few intake forms to be filled out and brought with you on the day of your scheduled appointment on our website, www.thenewhopecenter.com.

E-Mail – Attn: New Patient Coordinator at:

Appointments@thenewhopecenter.com

Fax – Attn: New Patient Coordinator: (757) 481-3354

Your New Patient Consultation reminders and general information:

- ** Please arrive **30 minutes prior** to your scheduled appointment time, with your forms filled out in their entirety.
- ** Please arrive **60 minutes prior** to your scheduled appointment time, if you have not yet completed your forms.

Please use the Medical Record Release to NHC form to obtain any prior medical records that would be applicable to your care with our office (previous fertility work-up, lab reports, surgery reports, and any fertility treatment records). It would be beneficial if you could obtain these records prior to your visit, or request that your physician's office fax your records to our office in advance of your initial appointment date.

If you need directions to the Center, please call to speak with one of our receptionists who will be happy to provide you with directions from your home to our office.

Forms to Review, Sign, and Bring to Your Appointment:

- Financial Statements Policy Form
- Credit Card Authorization Form (if applicable)
- Male & Female History & Physical Forms
- Cash Payment Agreement Form (if applicable)
- Medical Records Release to NHC (if applicable)

Information for Your Review:

- Welcome Letter
- Customer Service Contact List
- Lab Test Estimated Turnaround Time
- Patient Accounts & Insurance Policies
- Advance Tricare Notice
- Finance Options
- MD News Article

*Upon check in, you may be asked to sign additional forms, such as HIPAA, and/or other applicable documents for your new patient visit.

Robin Poe Zeigler, M.D., F.A.C.O.G. - Director, Reproductive Endocrinologist • Christian Perez, M.D., F.A.C.O.G. - Reproductive Endocrinologist

Specializing in reproductive endocrinology, infertility, laser surgery, and assisted reproductive technologies

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