

North Spokane Women's Health provides obstetrical and gynecological care for women of all ages. We specialize in family oriented pregnancy care and delivery, office ultrasound, female surgery, mature women's care and problems of the female reproductive system. Our five physicians and our nurse practitioner offer a full range of skills, including the sub-specialties of colposcopy, laparoscopy, fertility workup and microsurgery.



Dr. John I. McKenna
Graduate of University of Washington School of Medicine
- joined our practice in 1994



Dr. Ronald D. Hardy
Graduate of University of Utah School of Medicine
- joined our practice in 2004



Dr. Derrick R. Havin
Graduate of Saint Louis University School of Medicine
- joined our practice in 2006



Debra Andersen, ARNP
Graduate of University of Pennsylvania
- joined our practice in 2006

Our Physicians are faculty professors in OB with the University of Washington Medical School. We've been chosen by the school to train students in the program and frequently have students in our offices.



Dr. Patrick F. Freuen
Graduate of Creighton University School of Medicine
- joined our practice in 1977



Dr. Sharon Cathcart
Graduate of The Chicago College of Osteopathic Medicine
- joined our practice in 1990

Important Phone Numbers

Emergency

Ambulance	911
Fire	911
Police	911

Hospitals

Holy Family	482-0111
Sacred Heart	474-3131

Community Services

Child Protective Services	363-3333
Alcohol/Drug Helpline	1-800-562-1240
Spokane County Domestic Violence	467-6183
YWCA	326-1190
Community Mental Health	838-4428
Drug Abuse Hotline	1-800-283-2600
Mental Health Crisis Line	838-4428
Poison Center	1-800-732-6985
Rape Crisis	624-7273
Vanessa Behan Crisis Nursery	535-3155
Domestic Violence	
Crisis Line/Shelter	326-CALL
Sexual Assault Crisis Line	624-RAPE



*North Spokane
Women's Health*

**Dr. Patrick F. Freuen
Dr. Sharon K. Cathcart
Dr. John I. McKenna
Dr. Ronald D. Hardy
Dr. Derrick R. Havin
Debra M. Andersen, ARNP**



*North Spokane
Women's Health*

Holy Family Medical Building
235 E. Rowan, #102
Spokane, WA 99207-1251
(509) 489-2101



Office Information

Office Hours

Monday thru Friday
8 am - 5 pm

Appointments

Patients are generally seen by appointment only. You may call to schedule appointments anytime during office hours. Emergencies are given priority. When you call, please describe the nature of your problem and furnish us with the name of your insurance plan. We encourage you to keep your appointment, since it has been reserved for you. If you are unable to keep your appointment, please call the office as far in advance as possible. A charge may be made for appointments not cancelled 24 hours in advance.

Periodically our schedule is interrupted by deliveries, surgeries or other emergencies. When this occurs, we will give you the choice of rescheduling or waiting. We ask for your understanding.

Special Procedures

When you require a special procedure (*colposcopy, cryo surgery, biopsy, office surgical procedure*), please mention this when making your appointment so that we may allow sufficient time and equipment to accommodate your needs.

Hospitalization

We are on staff at two hospitals, Holy Family and Sacred Heart. For your convenience and to maximize accessibility, all deliveries are performed at Holy Family.



Telephone Calls

Please make routine calls, appointments and requests for prescription refills during office hours. If you are calling concerning illness, ask for your nurse. She will advise you or discuss the situation with the doctor and return your call. When waiting for a call back, please keep your phone line available

Emergencies

True emergencies will receive priority attention. During office hours, please call 489-2101. After hours, dial 482-2229 and talk to the physician on call.

Prescriptions

Prescriptions will be handled only during office hours, when your records are available to the physician. It is not our policy to order prescriptions by phone unless the patient has been seen recently. To refill prescriptions, call your pharmacy, they will contact our office for verification of the refills. Please allow 24 hours for all prescription refills.

Injections

Although patients do not see the doctor each time they get a shot, it is recommended that they come during shot times. shot times are from 9:00 AM -12:00 PM and 1:30 PM - 4:00 PM

Financial Policy

Due to the tremendous increase in billing costs, we ask that payments for medical care be made at the time of the visit if you have no insurance. If a large bill is anticipated, a payment program may be arranged with partial payment made the day of service. If you are a surgical patient or OB patient your portion that insurance will not cover needs to be paid before date of service.

Insurance Billing

The patient is directly responsible for all charges incurred at the time of visit. As a courtesy, we will bill all insurances as long as we have the appropriate insurance information. We will be happy to bill secondary insurance if requested by the patient. All charges that are denied by any insurance company will be directly billed to the patient.

Protecting your Identity

In order to protect your identity and your Medical Record, NSWH practices the "Red Flags" Rule. We require two forms of Identification, one being a picture. We will identify your picture and signature each visit.

Childbirth Education

Linda Peterson, our Childbirth Education Instructor, is a Registered Nurse and Certified Childbirth Educator. Her background includes over 29 years experience in both Obstetrics and Pediatrics. We provide educational information for expectant parents, allowing educated decisions.

Sign up for classes at the reception desk or call Linda direct at 466-6508. She will call you with class information.

Class 1: Prepared Childbirth

This class is for women and coaches in their last trimester of pregnancy. Consisting of seven 2 hour evening sessions, topics include:

Information to encourage parents to make educated decisions for labor, birth and parenting...

Positive birthing experiences
Fetal development
Infant care and nutrition
Life after birth

Hospital tour for women and their coaches.

Class 2: Prepared Childbirth Class Reunion

A fun 2 hour "class" for moms, coaches and babies! A first hand review of life after birth, with lots of sharing and problem solving.

