



Frequently Asked Questions

Q: How do I get a refill on my prescription?

A: We ask that you contact your pharmacy or Fifty50 (1-800- 769-6906) before your medication/diabetes supplies runs out to request a refill. Physicians must have the benefit of reviewing your medical record before prescribing any additional medications. Please note that we require a 72 hour notice for medication refill request so please be sure to call your pharmacy before your medication runs out.

Q: Are diabetes medications safe during pregnancy?

A: The diabetes medications our physicians prescribe are safe to use during pregnancy. Consistently elevated blood sugars can endanger the health and safety of you and your baby and the medications are an important part controlling your blood sugars to help avoid an adverse outcome.

Q: Will I have an ultrasound at every visit?

A: Yes, an ultrasound and a consult with the physician will be provided at every visit.

Q: What are Telemedicine services and do we offer them?

A: Telemedicine services allow you to see the physician via a secure video for your appointment. This service is offered to patients that do not require a physical exam. Most insurance plans cover the video appointment.

Q: What types of testing do we do?

A: Our office provides services for genetic testing such as Amniocentesis, Chorionic villi sampling(CVS), First trimester screening and NIPT (non-invasive prenatal testing ex: Panorama, Harmony). The specimen is then sent to a laboratory for testing. Under most circumstances we can have results in 7-14 business days. Once results are reviewed by the physician, you will receive a call from our office.

Q: I received a bill and have questions about it. Who can I call for assistance?

A: Our billing department is ready to help you. For your convenience, please contact our billing department by telephone at (888) 422-7720.

Q: What are your regular office hours?

A: Our regular office hours are 8AM – 5PM, Monday through Thursday and Fridays we are open from 8AM – 12PM. Our office is closed for lunch from 12PM – 1PM. We provide patients with 24 hour/ 7 day coverage. There is always a physician on-call who can be reached through our main clinic numbers. If you feel your condition is a true medical emergency, please call 911 or visit the nearest Emergency Room.

Q: Can I transfer care from my OB to AMFM?

A: The physicians at Austin Maternal Fetal Medicine see high risk pregnancy patients; therefore, do not actually deliver babies. These physicians work in coordination with your OB physician for the management of your care throughout your pregnancy. You will be seen regularly by your OB physician and as often as recommended by a physician at Austin Maternal Fetal Medicine.

Q: What should I do with my weekly blood sugar and blood pressure logs?

A: The logs should be sent weekly to the nurse. If you are having elevated blood sugars or blood pressures, please call our office at 512-821-2540 Option 3.

Q: What should I do if I need to change/reschedule or missed my appointment?

A: We ask that you call our office during regular office hours (8AM – 5PM Monday through Thursday, on Friday 8AM – 12PM)

Q: Will my insurance cover the services?

A: Each insurance plan is very different; therefore, we recommend that you contact your specific insurance plan to find out if the services are covered. If the services are not covered, we can work with you to develop a payment plan. We are unable to provide quotes until your visit has been completed because the type of ultrasound could change once you have once you have been evaluated.

Office Locations:

North Austin:	12200 Renfert Way Suite G3 Austin, TX 78758	Phone #: 512-821-2540
Harker Heights:	800 Central TX Exp. Suite 250 Harker Heights, TX 76548	Phone #: 512-821-2540
South Austin:	4616 James Casey St. Building B, Suite 101 Austin, TX 78745	Phone #: 512-439-0020
Downtown:	3000 N IH 35 Suite 655 (Garage 2) Austin, TX 78705	Phone #: 512-821-2540
Fredericksburg:	816 Reuben St. Suite C Fredericksburg, TX 78624	Phone #: 512-439-0020
San Marcos:	1301 Wonder World Dr. San Marcos, TX 78666	Phone #: 512-439-0020
Cedar Park:	1401 Medical Pkwy. Building B, Suite 408 Cedar Park, TX 78613	Phone #: 512-821-2540

If you have any questions additional questions, you can contact our scheduling department or nurses via email using the below email addresses. You will receive a response from someone at our office within 72 business hours.