



FORM 3, IMPORTANT MESSAGE ABOUT YOUR VISIT

Dear Patient,

Our goal is to provide you with very good care and service. It is very important that you arrive on time. The following describes key steps regarding your visit:

Arrival Time: We are expecting you to arrive 20 minutes prior to your appointment time to begin your registration process.

Late Arrival Policy: If you arrive more than fifteen (15) minutes late, you may be asked to reschedule your appointment (s).

Registration: Our registration process includes updating your demographic, insurance, and health information. We always want to provide you with a speedy registration process. However, sometimes we may need up to twenty (20) minutes to complete your registration effectively.

The final part of your registration process will be to review your financial obligations to ensure the accuracy of your bill. We will ask you to pay your co-payments, deductibles, and any outstanding balances due. During your wait time before going to the exam room, you may be asked to fill out additional paperwork to enhance the quality of your care.

Patient Rooming: The rooming process begins when the medical assistant escorts you from the waiting room to an exam room just prior to your appointment time.

Appointment Time: Your appointment time is the time you are to begin your exam or procedure. Your physician will be using a computer in the exam room to access and update your medical information as part of an electronic medical record process.

Checkout Process: After you have completed your appointment, you will be directed to a scheduler. In most cases, your visit will be completed at that time and you can leave the office.