

## INFORMATION FOR NEW PATIENTS

Please bring ALL of the following things with you to your appointment:

- 1.) These forms, completely filled out.
- 2.) **Your insurance card.** If your insurance plan requires prior authorization from a primary care physician to be seen by a specialist, you must bring this authorization with you. Failure to provide proof of authorization prior to your appointment will result in your being financially responsible for all services. If you do not know the requirements of your insurance plan, please ask your carrier. Be prepared to pay all co-pays at the time of service. If you do not have insurance, or do not bring the card, be prepared to pay the entire initial consultation fee. We accept Visa and MasterCard.
- 3.) **Bring any x-ray, CT, MRI and myelogram FILMS and reports that are related to this problem. We must have the actual films. This is extremely important. Films cannot be faxed; you must bring them. DO NOT rely on "they said they'd send them." Bring them yourself!**
- 4.) Bring any medical records and other test results that are related to this problem.

**You must have these forms filled out and have your films available 20 minutes prior to your appointment time. We will reschedule your appointment if you do not have all the required items available on time.**

If you must cancel or reschedule your appointment, please give us 24 hours notice to avoid being charged for a missed appointment, except in cases of inclement weather.

If you are filing this as a workman's compensation claim, you must bring proof of acceptance of the claim, and complete billing information. You will be responsible for all fees unless you provide accurate and complete information.

If this injury is a result of a motor vehicle accident or other third party personal injury case, please be advised that we do not accept or file third party liability insurance, whether or not you have retained an attorney either now or in the future. Payment is due as treatment progresses, and we do not wait on case settlement to expect payment.

Forms, paperwork, and medical records: If you have insurance coverage that pays benefits while you are out of work, or makes payments on loans while you are unable to work, you must provide us with the forms your company requires. Please have your portion completed prior to bringing us the form. There is a charge for handling disability forms and FMLA forms that must be paid when you submit the form to us. We do not accept or return forms by fax. We do not call insurance companies with status updates. All requests are handled in the order they are received, and forms will be returned to the patient. You must sign a release to allow us to disburse copies of your medical records. Allow a minimum of 7-10 working days for completion of forms & preparation of records.

Patients who are not fluent in English should bring someone to interpret.

**PLEASE NOTE:** We have offices in Greensboro, Burlington and High Point. Please check your appointment card and/or call 378-1040 to verify the location of your appointment. The map attached is 2-sided and is for Greensboro and a satellite office. The Burlington office phone is forwarded to Greensboro. When you dial the Burlington number, you are speaking to the Greensboro office.