

Dear Sir/Madam:

We welcome you as a new patient to Wilson Medical Associates. Our organization is dedicated to providing high quality patient care. We are constantly striving to improve our service to our patients. All comments and suggestions are welcome.

Our office hours are Monday through Thursday 8:30 a.m. to 5:30 p.m. For Friday hours, please call as it varies. Phone calls are accepted during the hours of 8:30 a.m. to 4:00 p.m. Monday through Thursday. Early arrival for your appointment does not mean that you will be seen any earlier. Patients will be seen by appointment time and not by time of arrival.

We encourage all patients to call for an advance appointment. If this is not possible, please call and we will tell you what time you can be worked in. Walk-ins will be seen as time allows so as not to affect those with appointments.

In order to speed your registration, please complete the enclosed registration form, medical history form and this letter. Return all of these to our office on your appointment date.

Insurance coverage is a contract between you, the patient, and your insurance company. The patient is always responsible for the payment of his/her medical bill at the time of service. Payment may be made by cash, check or credit card. We will file your insurance as a COURTESY to you. If you are here for a yearly physical examination it is YOUR responsibility to let the nurse and doctor know. For questions or further explanation, please contact a patient representative in our office.

Insurance requires that a co-payment will only be honored if we are participating with that company. All other patients will be expected to pay in full at the time of service. All co-payments must be paid prior to seeing the physician. You may contact a patient representative to find out if we participate with your insurance company.

Most PPO/HMO insurance companies require authorization for any service not performed in our facility. An authorization is required even if your physician orders the test and makes the appointment for you. The nurse will take care of getting the authorization but it is the patient's responsibility to make sure authorization has been obtained BEFORE the test is done.

All minors must be accompanied by a parent or legal guardian.

Again, welcome to Wilson Medical Associates and we look forward to serving you and assisting you with all of your healthcare needs.

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Patient/Representative/Guardian Signature

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Date