



## TO OUR NEW PATIENTS:

Welcome to Synovation Medical Group. Your care and comfort are most important to us. To make your visit with us as pleasant as possible, please sign in at the front desk when you arrive for your appointment and have a seat. One of our staff members will be with you to collect any copayment and process the necessary paperwork as soon as he or she is available.

In order to better serve you, we have adopted the following procedures for all of our new patients. Please follow these procedures in preparing for your visit with us as they will make your appointment go smoothly and comfortably.

1. PLEASE BRING THE FOLLOWING ITEMS WITH YOU ON YOUR FIRST APPOINTMENT:
  - a. *Picture ID Card.*
  - b. *Insurance Card.*
  - c. *Authorization Form.*
  - d. *Medical Records. (Only if seeing a physician)*
  - e. *X-Rays. (Only if seeing a physician)*
  - f. *For those patients who are seeing a physician, a list or bottles of all medications you are taking.*
2. PRIOR TO YOUR APPOINTMENT, PLEASE COMPLETE AND BRING IN ALL OF THE REGISTRATION PAPERWORK WE HAVE SENT YOU. YOU MUST COMPLETE THE PAPERWORK BEFORE SEEING A PROVIDER.
3. IF YOU HAVE NOT HAD THE OPPORTUNITY TO FILL OUT THE PAPERWORK PRIOR TO YOUR APPOINTMENT, PLEASE ARRIVE 30 MINUTES EARLY. THOSE ABLE TO COMPLETE THEIR PAPERWORK PRIOR TO THEIR APPOINTMENT, PLEASE ARRIVE 15 MINUTES EARLY.
4. PLEASE BE ON TIME. Like you, we are extremely busy and must budget our time efficiently. If you are late for your appointment, YOU MAY HAVE TO RESCHEDULE YOUR APPOINTMENT.
5. IF YOU HAVE A COPAYMENT, PLEASE BE PREPARED TO PAY IT AT THE TIME OF YOUR APPOINTMENT. IF YOU DO NOT HAVE OR ARE UNABLE TO PAY YOUR COPAYMENT AT THE TIME OF YOUR APPOINTMENT, YOU WILL HAVE TO RESCHEDULE YOUR APPOINTMENT UNTIL SUCH TIME AS YOU CAN PAY IT. WE ARE SORRY, BUT THERE CAN BE NO EXCEPTIONS.
6. YOU MUST SHOW YOUR INSURANCE CARD AT EACH VISIT.

***Thank you for taking the time to read this material. We are confident that these procedures will result in a more efficient and better service for you. Your cooperation is much appreciated.***