

Greetings,

This letter is to welcome you to our clinic, Innovative Spine & Orthopedic Clinic. Our goal is to provide you high-quality care and treatment.

Please thoroughly complete the New Patient forms and return them to us when you arrive for your office visit. If you are unable to complete the forms prior to your office visit, please arrive at the office 30 minutes prior to your appointment time to process your paperwork to avoid delaying. If you are more than 20 minutes late to the appointment, you may need to be rescheduled unless the physician's schedule can still accommodate you. In addition, please bring the information listed below.

- Your insurance card
- A photo I.D.
- CDs of all X-rays, MRI's or CT scans (if applicable)
- Full list of medications and allergies

All of these items are very important to your visit. **If any of the required items are not brought to your initial visit, we may need to re-schedule your appointment.**

Please read the Notice of Privacy Practices and sign the Authorization forms. Please read and sign the Financial Policy form. **Your co-payment, and any un-met deductible and coinsurance will be collected at the time of your appointment.**

Please be aware that your initial evaluation would be comprehensive and could take up to 1-2 hours. So please schedule accordingly. A urine toxicology test may be needed if pain medications are prescribed to avoid harmful drug-to-drug interactions or overdose.

Please contact us 24 hours in advance to Cancel and/or Reschedule. Cancellations and reschedules done at the last minute will leave empty slots that could be used by other patients requiring medical care. **For this reason a \$40 fee will be assessed for any no shows, cancellations, or reschedules done less than 24 hours in advance.** This fee is the patient's responsibility and will not be billed to your insurance company. You will be billed directly for this fee and it will be due prior to your next scheduled appointment.

Feel free to contact us at 210-402-1222 if you have any questions. We look forward to meeting you.

Best Regards,

Innovative Spine & Orthopedic Clinic Staff