

### **WELCOME TO OUR OFFICE**

Thank you for choosing Muskogee Bone & Joint & Sports Medicine Clinic. We look forward to meeting you and getting acquainted. Our office is located on 36<sup>th</sup> Street across from the Emergency Room of Eastar Health System (formally Muskogee Regional Medical Center). Parking is available on the side and back of our building. We have enclosed our patient registration forms to help us get you enrolled in our system and to help save you some time.

When you arrive at our office, please introduce yourself to our receptionist and give her the enclosed patient registration forms and your insurance cards. It will be helpful if the forms are completed prior to arriving for your appointment. Please be sure to answer all questions of all forms. If a question does not apply to you, please indicate with "N/A" (not applicable). This will help us provide the best care possible. Please list all medications you are currently taking including dosage and how often you take them as well as allergies you may have to medications. Please bring any previous medical records from your other physician (if getting a second opinion) and any x-rays you had taken on that same body part. If you come without x-rays, you will be asked to reschedule when you have them or you will have to leave and go pick them up.

Please bring all your health insurance information & referrals with you to your appointment. We kindly ask for payment at the time of service for all deductibles, copayments and non-covered charges. We accept Cash, Checks, Money Orders, Cashier Checks and credit Cards (visa/mastercard, discover). In certain cases we can work with you on a payment plan, but it must be approved.

If you can't show for your appointment please call ASAP and let us know. If you do not call and let us know you are not coming within 24 hrs of the appointment, there will be a \$25.00 NO SHOW FEE. If you are going to be late, please call and let us know, if it is more than 20 minutes we will have to get it approved by the doctor to make sure he does not have to be elsewhere at a certain time. If you no show more than 3 times or more, you will be dismissed as a patient. We are not a walk-in clinic, but if you feel you need to be seen that day, please call and we will see if the doctor can squeeze you in.

All medications are called in within 24 hrs of your request, we try to get to them ASAP, but sometimes your doctor may not be in the office, so we have a 24 hr policy. If you need a refill just call your pharmacy and let them know you need a refill and they will fax to us what you need and we can get approval and fax back. If we can answer any questions regarding your visit to our office, please do not hesitate to call. Again, thank you for choosing Muskogee Bone & Joint & Sports Medicine Clinic.