

Rheumatology & Osteoporosis Center of Memphis, P.C.

PLEASE READ LETTER IN ITS ENTIRETY

Dear Patient:

We appreciate your choosing Rheumatology & Osteoporosis Center of Memphis, PC for your rheumatologic care. This letter will outline procedures leading up to your initial appointment. If you ever have any questions, please do not hesitate to contact our office at (901)309-5000.

Please note that ALL new patient appointments must be confirmed by you, at least 3 days prior to your first visit. Any unconfirmed new patient appointments WILL BE CANCELLED. Confirmations may be made by calling (901)309-5018 for Drs. Arkin and Holt, or (901)309-5001 for Drs. Boatright and Menon. Messages may be left on the medical secretaries' voicemail 24 hours a day, 7 days a week. Alternatively, you may also confirm your appointment by responding to the automated appointment reminder that you will receive a week prior to your appointment at the phone number we have on file for you. *Please note that we require 24-hour notice for all appointment cancellations and reschedules. Established patients may be charged a "no show" fee for failing to provide 24-hour notice of cancellation or not showing up for an appointment. **Any new patient consult that is a "no show", will not be rescheduled with our practice.** * (There may be an exception made in case of emergency, but this will be reviewed on a case by case basis.)

Our office schedules patients by consult request from another health care provider, ONLY. Consult requests may be faxed to (901)309-5008. Please bring any pertinent medical records, prior laboratory testing and imaging reports with you to your first visit. These may also be faxed to our office at (901)309-5008. Please plan approximately three (3) hours for your initial visit in order to complete your consultation with the physician and any diagnostic studies which may be requested.

Our office will verify your insurance benefits prior to your appointment. Please bring your insurance card, which we will scan into our system. Payment is expected upon check-in at each visit. If your insurance does not require a copay but you have not yet met your deductible, a payment will be required upon check in. If your insurance requires a referral for your visit, please verify with us that the insurance referral has been received. Please notify our office of any insurance changes that may occur between scheduling your appointment and your initial visit.

Again, thank you for allowing us the opportunity to participate in your healthcare. If you have any questions or concerns, please do not hesitate to contact our office at (901)309-5000.

Kindest regards,

The Physicians and Staff of Rheumatology & Osteoporosis Center of Memphis, PC