

# ArnotHealth

Dear Patient,

We would like to take a moment to personally welcome you to our practice. We are pleased that you have chosen Arnot Health. The providers, nurses, and staff appreciate the confidence you have placed in us, and your satisfaction is our goal. It is our responsibility to deliver the best health care possible.

Our office(s) are generally open Monday through Friday 8:00am to 5:00pm, with some extended hours to available to better serve you. Appointments can be made by calling our office. Same day appointments for acute and chronic needs are also available. After hour care (including holidays and weekends) is provided through Health on Demand and our on call provider(s). You may contact this service by calling Health on Demand at 607-737-4499 or by calling the practice. Additionally, we offer a Walk in Care Clinic in three (3) locations for your convenience: Horseheads, Erwin, and Troy. Please visit the [www.arnothealth.org](http://www.arnothealth.org) for more detailed information.

We are enclosing our new patient information forms for you with this letter. Please complete ALL of the enclosed forms. For your convenience you may mail or drop off the completed packet prior to your appointment.

We developed the checklist below to help answer any questions you may have and provide you with information about our practice.

- Appointment Policies:** We make every effort to ensure you are seen by our providers in a timely manner. We request that you give us at least 24-hour notice if you are unable to keep a scheduled appointment.
- Financials and Insurance:** Arnot Medical Services participates with most insurance plans and we will gladly file your medical insurance on your behalf with your authorization. It is your responsibility to know what is covered by your insurance plan. You can obtain this information by calling the phone number on the back of your insurance card. You will also be asked to present your insurance card and update your demographic information at every visit. If you are uninsured please let us know and we would be happy to assist you to obtain coverage.
- Patient's Responsibility:** All copayments and outstanding balances are your responsibility and required to be paid at time of visit. We accept cash, check, and most major credit cards. If you are unable to pay the required amount, you will be given the name of a billing representative to assist you with your financial responsibilities.
- Medications:** Please bring a list of your medications with you to every office visit.
- Patient Portal:** We now have a patient portal available for you to receive information about your health. We will be asking all patients to supply us with a current e-mail address. Any member of the care team would be happy to assist you with this process.
- Prior Medical Records:** To better coordinate your care, we ask that you have your past medical records forwarded to our office. Please complete the enclosed form and send it to your previous provider(s), so that we may review your records prior to your scheduled appointment.

Your feedback is important to us. If you have any comments or questions, please contact any Outpatient Medical office or visit us at [www.arnothealth.org](http://www.arnothealth.org). Thank you! We look forward to meeting you soon!!