

Dear Patient:

We are pleased you have chosen to become a patient of Asheville Internal Medicine. We ask that you **arrive 30 minutes** prior to your appointment time, so that we may enter your information into our computer system. This will help us to keep your appointed time to see the doctor as accurate as possible. If you do not **arrive 30 minutes prior** to your appointment, we may have to reschedule.

Please complete your new patient information forms and either mail back to us or bring them with you to your appointment. These forms will assist us in establishing an accurate medical history for you and ensure a productive first visit.

We make every effort to keep our fees as reasonable as possible and provide quality care. We do request, however, payment at the time of service. You may call our office prior to your visit for an estimate of the anticipated fees. Credit and debit cards are accepted.

We will file Medicare and contracted HMO and PPO claims. The patient is responsible to file their commercial private pay insurance. We will provide you with the receipt to do so. Deductibles, co-pays, co-insurance and uncovered charges are the responsibility of the patient at the time of service, as required by the patient's HMO or PPO contract.

Please bring your current medication bottles so that we have the correct medication names and dosages for your record. If you are on a Medicare Part D drug plan, please bring your drug formulary with you at the time of your appointment. If you are transferring from another physician or moving into the area, it would be helpful to bring those medical records at the time of your visit.

Additionally, please fast (nothing by mouth after midnight, other than prescribed medications) if you have a morning appointment. If your scheduled appointment is in the afternoon, then eat a light breakfast and nothing at lunch.

As a courtesy to our patients, we will call you 48 hours prior to your appointment to confirm your appointment time. If you need to cancel your appointment, we ask that you give the office a 24-hour notice. We do have charges for no show appointments- \$75 for no show physical and \$25 for a no show office visit.

We look forward to serving you and establishing a doctor-patient relationship based on mutual respect and trust.

Sincerely

Hal S. Hemme, M.D. Craig A. Mills, M.D. Gregory L. Glance, M.D. Nunzio P. Pagano, D.O.