

Dear Patient,

Thank you for choosing Gastro Health (Ohio GI & Liver Institute). The following information is intended to help you understand how our practice works and to answer any questions you might have.

INITIAL VISIT *Office Hours: Monday-Friday 8:30am - 5:00pm*

- Complete the enclosed paperwork prior to your visit and bring them with you. Please do not mail them
- If you have had any testing, lab reports, x-rays, etc., please bring copies to your visit
- Bring your INSURANCE CARD(s) AND COPAYMENT. Copayments are due at the time of your visit

TELEPHONE CALLS

- All of our patients are encouraged to call if questions or problems arise. We are here to help you and provide support to you and your health
- In some instances, a nurse or Physician Assistant may return your call. Most calls are returned between the hours of 4- 6pm unless the call is urgent or you specifically requested to speak to a physician
- If you request to speak with only a physician, the physician will return your call as soon as they are able. This may not be the same day of the call
- To maintain patient confidentiality, we will not leave the results of studies, x-rays, biopsies, etc. with family members or on answering machines, unless instructed by the patient
- If you need a refill on medication, we ask you contact your pharmacy. The pharmacy will call our office. We require a 2 business day notice to process refill requests
- If you are calling after hours and have caller ID, you must remove caller ID for us to reach you

INSURANCE

- If your insurance plan requires a referral from your Primary Care Physician, please make sure your referral has been approved prior to your visit
- Copayment is due at the time of service
- If you do not have insurance you must bring a \$75.00 deposit with you to each visit. You will be billed for the remaining balance of each visit

We appreciate the value of your time and will do our best to see you as close to your scheduled time as possible. Emergencies and surgical procedures, however, may cause unforeseen delays and our receptionist will inform you of any delays when they occur. If you arrive late 15 minutes or more you will be asked to re-scheduled. If you are unable to keep your appointment, we require a 24hr notice so that we can make this time available to others. There is a \$25 charge for all no show and cancellations without a 24 hour notice.