

MONTGOMERY ENT CENTER

Mark E. Grosinger, D.O.

Kara Bechtold, Au.D.

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Appointment : _____

Dear Patient:

We welcome you to Montgomery ENT Center, the office of Dr. Mark Grosinger, and audiologist, Dr. Kara Bechtold. This letter will serve as an introduction to our practice and provide an overview of our policies and procedures.

NEW PATIENTS: If you are a new patient to our practice, please arrive 15 minutes prior to your scheduled appointment. This will allow time for checking in and for new patient paperwork to be completed. Please make sure to bring with you the following: completed new patient forms, insurance cards, driver's license or photo ID, a list of current medications, and any CT scans or medical records that you may have. Please be sure to bring the actual CT and not a disc with you to your appointment. We try hard to see patients on time. However, occasionally emergencies and other problems can arise causing unpreventable delays. We thank you for your understanding.

All minors are required to have a parent or guardian present with them for each appointment. If a parent or guardian is unable to attend the appointment with the minor, then a signed authorization giving permission to another adult to bring the minor is required prior to the appointment. If we do not have a signed authorization, we will be unable to see the patient at that time, and the appointment will have to be rescheduled.

PRACTICE HOURS: Our office hours are from 8:30 am to 4:30 pm Monday through Thursday, and 9:00 am to 4:00 pm on Fridays. Patients are encouraged to call with any questions they have, or with any medical problems during our normal office hours. If you need to speak to our clinical staff, your call will be returned at the earliest opportunity. After office hours, telephone calls should be limited to those that you consider URGENT. The doctor on call is available to assist in the management of "true" after hour emergencies. We recognize that you can have an emergency situation arise, and we will do our best to respond to your problem promptly.

FEES AND PAYMENTS: Copayments and Co-insurance payments are collected at the time of service. If you cannot pay your copayment at the time of service, your appointment will need to be rescheduled. Please be advised that we do charge a \$75 no show fee for all appointments that are not cancelled within 24 hours of the appointment time.

Thank you for choosing Montgomery ENT Center for your Ear, Nose and Throat care.

(Please see directions to our office on back)