

Welcome to the Arthritis & Osteoporosis Center (AOC). In order to schedule your appointment with AOC, we first need you to have your Primary Care Physician (PCP) send us your most recent office notes. Once you have contacted your PCP and requested your office notes we then ask you to fill out the enclosed *Patient Information Sheet* and *Patient History Form* and **mail back to us**. It is very important that we receive these completed forms prior to your scheduled appointment. Below is information about our office that you will need to reference before your appointment, please hold onto this letter do not mail it back to our office.

Important information to read before your appointment:

- Please send any additional records that you would like us to review at least 7 days prior to your appointment.
- Please arrive **30 minutes prior to your appointment.**
- Bring your insurance cards and a photo ID.
- Please contact your insurance carrier for coverage information prior to your first visit.
- All co-pays, coinsurance & non-covered services are due the day of your appointment.
- We do not participate with Medicaid.
- We do not determine disability nor do we perform independent medical evaluations.
- You are considered an established patient in our office only after you have had an office visit with one of our providers.
- If you do not have insurance a \$250 deposit is required to secure your first appointment. This deposit will be applied to the cost of your first appointment. If you need to cancel or reschedule your appointment, please give us 3 business days notice. Deposits will only be refunded if appropriate notice is given.
- Due to the allergies and sensitivities of staff and patients, AOC is a Fragrance Free Zone. **Please refrain from wearing perfumes and colognes on the day of your appointment.**

If you are unable to keep your appointment, please contact our office and speak directly to a staff member by noon three business days prior to your scheduled appointment. We will not reschedule your appointment if you do not call ahead to cancel.

Thank you in advance for your cooperation,

Dr. Michael Mawby
Marianne Peacock, CNP
and Staff