

Thank you for choosing our office. We understand and appreciate the confidence this choice presents. At Advanced Urology, we strive to provide state-of-the-art urologic services in a caring and comfortable environment. To assist us in providing the best service possible, we request the following:

- Arrive 15 minutes prior to your scheduled appointment time.
- If your insurance requires it, obtain a referral and/or authorization from your primary care provider in time for your scheduled appointment. If you do not obtain a referral and/or authorization, your appointment may be rescheduled.
- Bring medical records, prior x-ray films or x-rays on CD Rom, and any diagnostic test results.
- **Your co-payment and/or deductible are due at the time of service. If you are unable to pay your co-payment and/or deductible, your appointment will be rescheduled.** For co-payments under \$20.00 cash or check is preferred. For co-payments and deductibles over \$20.00 we also accept American Express, Discover and Visa/Mastercard.
- A scheduled appointment means that this time is reserved only for you. We request that if you cannot make your appointment that you give us 24 hours advanced notice. As a courtesy, we will remind you of your appointment the day before it is scheduled. If an appointment is missed without giving the office notice, a **\$25.00** charge will be billed to your account. This is an administration fee, not a charge that will be billed or paid by your insurance carrier. Future appointments will not be made until this balance is settled. We also request 24 hours advanced notice to reschedule an appointment.

Please complete the enclosed patient registration form in advance. When you arrive at our office, present this completed form along with your insurance card and one form of identification to the receptionist.