



West Erie Medical Group

1600 Peninsula Drive, Suite 9 • Erie, PA 16505 • (814) 837-7015 • Fax: (814) 837-7017

WELCOME

Dear _____;

Your appointment is scheduled for ____/____/____ at ____:____ a.m./ p.m. with

Dr. _____ at 1600 Peninsula Drive, Suite C.

It is a pleasure to welcome you as a new patient to West Erie Medical Group. We are sending you this letter in hopes of answering some of the questions and concerns you may have prior to your appointment.

- Due to the necessity of registration, please report for your appointment fifteen (15) minutes early. We are enclosing pre-registration forms for you to fill out to the best of your knowledge. Please complete the forms and bring them to your appointment along with your insurance card(s). This will help speed up the registration process.
- Please bring pill bottles of your current medications with you. (Please note: all medication refills should be requested during regular office hours. Narcotic prescriptions WILL NOT be filled after hours.)
- Please bring all immunization records for children appointments.
- Please make sure to give 24-hour notice to cancel an appointment. Three (3) no show appointments in a one-year period can result in dismissal from the practice.
- Please give 48-72 hours notice when requesting a referral to a specialist. If your physician has not seen you for this problem, you will need to make an appointment with him before going to the specialist. Referrals will not be given to patients calling from the specialist's office. We understand emergencies can occur and our office will try to work with you on these occasions.
- We participate with most major insurance companies: Medicare, Pennsylvania Blue Cross/Blue Shield, New Alliance, Keystone Health Plan West, Select Blue, Security Blue, Three Rivers, Aetna U.S. Healthcare, Pennsylvania Medical Assistance, Med Plus, Gateway and Champus, etc. Please call your insurance carrier to verify our participation with them.
- Payment for routine office visits and all copayments are expected at the time of service. We will be happy to submit all insurance claims to your insurance company for you unless you prefer to do this on your own.

If you have questions before your appointment, please feel free to contact our office. Thank you for choosing our practice for your medical care.

Sincerely,
West Erie Medical Group