



Administrative Office
4220 Grand Avenue, Suite B
Middletown, OH 45044
Phone: 513.318.1188
Fax: 513.318.1189

Dear New Patient:

Welcome to Centerpoint Health! We appreciate your trust in us and look forward to working with you in maintaining your health and developing good healthcare habits.

We are enclosing our new patient information forms for you with this letter. **Please complete ALL of the enclosed forms and bring them with you to your first appointment.** If you wish, you may mail or drop off your completed packet prior to your appointment. However, either way please plan to arrive 30 minutes prior to your appointment time, so that we may get all your paperwork together and set up your chart to be ready for your appointment.

Thank you! We look forward to meeting you soon!

Providers and Staff of Centerpoint Health

LOCATION AND HOURS:

- We are located at 333 Conover Drive, Franklin, OH and 231 N. Breiel Blvd. Middletown, OH 45042.
- Our Franklin office hours are Monday and Wednesday, 8:30 – 5:30; Tuesday and Thursday, 8:30 – 7:00; and Friday, 8:30 – 12:30.
- Our Middletown office hours are Monday- Tuesday 9:00-5:00, Wednesday 9:00- 6:30, Thursday 8:00-5:00 and Friday 9:00-2:30.

APPOINTMENT POLICIES:

- We request that you give us at least 24-hour notice if you are unable to keep a scheduled dental or behavioral health appointment; two (2)-hour notice for medical appointments.



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This will give us ample time to schedule someone else who may have an urgent need for care.

- Patients who arrive more than 15 minutes late for an appointment may be asked to reschedule.
- If you fail to notify us in advance and do not show for three (3) scheduled appointments, you may be dismissed from the practice.

FINANCIALS:

Insurance: If you have medical insurance, please bring ALL of your current insurance identification cards with you to the appointment. Please check to make sure that the cards are not expired. You will also need to bring a valid photo identification card.

Self-pay Patients: Please contact our office to discuss payment options.

Co-Pays: It is necessary for you to bring any co-payments you will owe, according to your insurance benefits, to your office visit and it will be collected on that day, or you can be placed on a payment plan.

Payments: We accept cash, checks, money orders, traveler's checks, and most major credit cards. There is a \$25.00 insufficient funds (bounced check) fee if your check does not clear the bank, in addition to the amount of your check.

Prior Medical Records – We request that you have any past medical records forwarded to our office. Please complete the enclosed form and send it to your former physicians so that we may review your records prior to your appointment.

MEDICATIONS: We request that **all** patients bring their medications in the original bottles to **each** scheduled appointment.



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CELL PHONES: The physicians and staff respectfully request that you turn off your cell phone when in our office.

EMERGENCIES: At any time - if you feel you are having a **“life-threatening”** medical emergency, please call 911 or **REPORT DIRECTLY TO THE CLOSEST EMERGENCY ROOM**, and contact our office within 24 hours after you have been treated.

After hours – CALL 513-318-1188 – the answering service will contact the physician on call. You will receive further instructions from either the answering service or the on-call physician.

INSURANCE BILLING: Our office participates with a number of insurance plans, including but not limited to Medicare, Medicaid and private insurance. If you have a question concerning your insurance coverage, please contact our office.

We submit all insurance claims for you and bill the deductible, coinsurance, and non-covered balance directly to you upon receipt of the explanation of benefits from your insurance. These balances are due immediately upon receipt of the statement from our office.

PRESCRIPTION REFILLS: Monitor your medication carefully so that you do not run the risk of running out. When you need a refill for an existing medication we ask that you contact your pharmacy directly and provide them with the refill number found on the label of your prescription container. Even if there are no refills left on your prescription, your pharmacy will contact our office directly to add refills for you.



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We can complete electronic requests for new or refill prescriptions to mail-order pharmacies,
however, please be prepared to submit your request to your mail order company in a timely manner in order to avoid being without medications. Even if no refills are left on your mail order, please request a refill, and the mail order company will contact our office to authorize the request.

We will respond to them as quickly as possible, however, please allow 48-72 hours for your request to be accommodated.

CHRONIC PAIN MANAGEMENT: Centerpoint does not provide chronic pain management, but will refer you to an appropriate specialist as needed.

LABORATORY & DIAGNOSTIC TEST RESULTS: Some lab tests can be available within 24 hours, HOWEVER, remember your physician must review these tests before clinical staff may release the results to you. Diagnostic tests can take longer, sometimes up to 7 days or more depending on the type of test or the laboratory performing the tests.

RELOCATING/CHANGING PHYSICIANS AND YOUR MEDICAL RECORDS: If you should have to relocate or change doctors, there is a fee to copy your records if you take the records.

The cost is as follows: 1-20 pages at \$1.25 per page, 21-60 pages at \$.93 per page, and 61 – remaining pages at \$.31 per page, plus actual cost of postage. You will be required to complete a form for this request and payment in full is expected prior to records being forwarded.



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If the new provider office requests the records, there will not be a charge for copied records.

You still must complete a signed authorization.

WEATHER and HOLIDAY OFFICE CLOSINGS: Occasionally this office will close due to hazardous weather or holidays.

In the case of hazardous weather, one of our physicians will be on call and you may contact the answering service at 513-318-1188.