

NEW PATIENTS

Welcome! Dr. Nguyen and staff are happy to have you join us. The following information is provided to help our new patients prepare for their initial appointments.

Appointments: Our receptionist will gladly schedule your appointment during office hours, Monday through Thursday from 8:30 am to 4:30 pm and Friday from 9:00 am to 12:00 pm. She will conduct an interview with you to obtain demographic and insurance information. She will give you a reminder call one to two days before your scheduled appointment. We require a 48-hour notice in the event you wish to cancel or reschedule your appointment. We will also send a welcome letter with instructions and forms for you to complete before you arrive to your appointment.

Medical Records: You should arrange to have any existing medical records sent to our office *at least* one week before your appointment. This will help Dr. Nguyen become more familiar with your health history and be better prepared to address your needs.

Insurance: We will contact your insurance carrier to verify your eligibility. If you have an HMO insurance policy, your insurer requires that you designate Dr. Nguyen as your primary care physician (PCP). You must personally contact your insurance company to do this; our office cannot fulfill this responsibility. If you do not designate Dr. Nguyen as your PCP as required by an HMO policy, you may be ineligible for benefits under your health plan.

If you do not have insurance, you are considered a “self-pay” patient. You should contact the office and speak with the Administrator to arrange a payment plan if necessary.

What To Do Before Your Appointment: You may be instructed to fast for your appointment. You should also bring any medications you are currently taking to your visit (e.g., bring your prescription bottles).

The Day of Your Appointment: Please help us maintain a timely schedule and arrive on time for your appointment. Please be aware that finding a parking space our medical complex can be challenging; therefore, allow an additional 10 minutes before your appointment to park your vehicle. New patient appointments are our most medically involved appointments, and we would like to ensure ample time to address your needs.

Please have all your forms completed and signed. You will also need to present your insurance card and a picture ID. Please be prepared to pay any applicable copayment, coinsurance, or deductible. We require payment at the time of service; if applicable, certain fees are collected at the time of appointment check-in (e.g., your copay). Our office accepts cash, check, VISA, Mastercard, American Express, and Discover.

If you have an HMO policy and did not designate Dr. Nguyen as your PCP by the time of your appointment, you may either choose to reschedule your appointment or you may keep your appointment and be a self-pay patient. We will not retroactively bill your insurance carrier for services already rendered if you later designate Dr. Nguyen as your PCP. The same policy applies to new patients who do not present a valid insurance card *and* proof of identification as well as patients who decline authorization to release their medical information to their insurer for the determination of benefits under their insurance policy.

We must enforce these policies in order to comply with our insurance contract agreements. Also, a significant portion of healthcare costs is directly related to administrative and billing fees. Our policies are designed to help keep our costs as low as possible and, therefore, it is vital that our patients come prepared to their appointments with the proper documents, meet their insurance requirements, and fulfill their financial obligations.