



Dear New Patient,

Thank you for choosing the Osborne Head and Neck Institute. The following information is provided to facilitate your appointment in an efficient manner. We will make every effort to accommodate your scheduling needs. In return, we ask that you help us by keeping your scheduled appointments or by notifying us at least 24 hours in advance if you need to cancel or reschedule your appointment. Thank you in advance for your cooperation. We are looking forward to being of service to and your family.

#### **ON THE DAY OF YOUR APPOINTMENT:**

**Please arrive 15-20 minutes prior to your scheduled appointment time.**

This will allow us to complete the registration process in a timely manner.

**Please bring your current insurance card to every appointment.** If your insurance requires prior authorization/referral, we will need to have this on file before you can be seen. If you arrive for your appointment and we cannot verify your insurance coverage or authorization, you should be prepared to pay in full at the time of your visit.

**Be prepared to pay your co-payment at every visit.** Your co-payment amount is normally indicated on your insurance card. For your convenience we accept checks, cash, and all major credit cards.

**If you must cancel your appointment please notify us within 24 hours to avoid a cancellation charge!**

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**Please download and complete the following forms and bring them completed to your appointment.**