



NEW PATIENT INSTRUCTIONS

On the day of the first appointment, plan to be at the Dysautonomia Center for 3-4 hours. You may receive testing, evaluation and educational material. Your follow-up visits will not take as long. To make your first visit run as smoothly as possible, read the following carefully:

1. Bring your INSURANCE CARD and the Driver's License of the person responsible for your account. WE CANNOT SEE YOU WITHOUT IT.
2. It is preferable that a parent or guardian accompany patients under the age of 16.
3. If you had a cardiac stress test, echocardiogram, EKG or lab tests within the previous 36 months, complete and sign the **RELEASE OF INFORMATION FORM**. Submit this form to your physician(s) to obtain a copy of these tests. Your physician may mail or fax the results to us at the address and phone number above.
4. If your insurance requires a referral from your primary care physician, YOU MUST OBTAIN IT BEFORE YOUR VISIT. THIS IS NOT THE RESPONSIBILITY OF THE CENTER. **WE CANNOT SEE YOU WITHOUT YOUR REFERRAL. PLEASE CONFIRM THAT WE HAVE THE REFERRAL 24 HOURS BEFORE YOUR SCHEDULED APPOINTMENT BY CALLING OUR OFFICE.**
5. If your insurance requires co-pay or your visit is subject to your deductible, be prepared to pay by cash, check or credit card at the time of your visit. No checks accepted for copay/deductibles over \$200. This applies to return visits as well as the new patient visit.
6. Please understand that our physician is only treating you for Dysautonomia or Mitral Valve Prolapse. **PLEASE HAVE A PRIMARY CARE PHYSICIAN FOR ALL OTHER HEALTH PROBLEMS.** We will be glad to send him/her a report of your evaluation. Please let the front desk know when you check in.
7. **ONLY THE PATIENT ALLOWED IN THE TESTING AREA.** All other family members will be required to wait in the mail lobby during testing. Please provide supervision for your children.

ONCE SCHEDULED FOR A NEW PATIENT APPOINTMENT, YOU MUST CONFIRM VIA TEXT MESSAGE A MINIMUM OF 24 BUSINESS HOURS IN ADVANCE. ANY UNCONFIRMED APPOINTMENTS FOR THE NEXT BUSINESS DAY WILL BE CANCELLED AND WE MAY NOT BE ABLE TO RESCHEDULE YOU.

REMINDER- WE ARE OPEN MONDAY – THURSDAY. WE ARE CLOSED ON FRIDAY!
DO NOT LEAVE US A VOICEMAIL ON A FRIDAY TO CANCEL OR RESCHEDULE A NEW PATIENT APPOINTMENT FOR MONDAY. YOU WILL BE CHARGED THE \$100 LATE CANCEL/NO SHOW FEE!