

Dear _____,

Thank you for choosing Mark Stewart, M.D.! We are committed to the success of your medical treatment and care and look forward to seeing you at your appointment on Date _____ at _____ a.m. p.m.

OFFICE HOURS

Our office is open Monday – Thursday 8:00 a.m. to 4:30 p.m. and Friday 8:00 a.m. to 12:00 p.m. Dr. Stewart is in the office on Tuesday and Thursday.

NO-SHOW/CANCELLATION POLICY

We require 24 hours notice if you find it necessary to cancel your appointment. This is required to allow Dr. Stewart to schedule another patient that needs to be seen in your appointment slot. If 24 hours notice is not given, we reserve the right to charge a \$25.00 fee for no show or late cancelled appointments. Please call (989)894-1111 to reschedule your appointment if necessary.

TELEPHONE CALLS

In order to allow Dr. Stewart to attend to his patients with a minimum amount of interruptions, our staff has been instructed to handle all incoming calls.

PRESCRIPTIONS AND REFILLS

Just as we are unable to treat illnesses over the telephone, we cannot prescribe medications over the telephone. Prescriptions and refills are handled only on days that Dr. Stewart is in the office and only if you are currently under his care.

BILLING POLICY

If you have insurance coverage, it is your responsibility to determine eligibility, benefits, and referrals as required. We will file the claims to your primary and secondary insurance companies; however you will be responsible for any copays, deductibles, and/or non-covered services. Payment is due in full upon receipt of your statement. We accept cash, check, VISA, and MasterCard.

WORKER'S COMPENSATION/AUTO INSURANCE

If this is a worker's compensation or auto insurance claim, you will need to obtain authorization from your insurance carrier and provide us with the carrier name, mailing address, claim number, contact person with telephone number, and date of injury. If these items are not available when you come in for your appointment, we will be unable to see you and it will be necessary to reschedule your appointment.

Please be sure to bring the following paperwork along with any x-rays, reports, etc into the office for your appointment.

We will also need you to bring your insurance card(s) to your appointment for the receptionist to copy.

Thank You and we look forward to seeing you soon!