



First Appointment Info/New Patient FAQs

Dear New Patient,

If you are reading this, chances are you have never been in our office before. Welcome! We are glad to be an active part of your medical team. Along with reading our other patient information, we'd like to share with you some information that is important even before you come to our office for the first time regarding expectations for your appointment.

1. We require a referral for appointments, both "insurance referrals" (when required by your insurance) AND "medical referrals" (referrals from your primary care physician and/or specialist. This helps us to streamline appointments and limit "self-referrals" for issues that could be handled by primary care or urgent/emergent care.
2. We schedule appointments in TWO WEEK blocks ONLY. We have learned that when we schedule appointments too far in advance that patients are more likely to no-show to the appointments. If you have to cancel or reschedule a new patient appointment (even if greater than 24 h in advance) and our two week block is full, you will be added to the queue for the next appointment block, when it becomes available.
3. The courtesy of a phone call **is expected** if you are unable to keep your appointment **for any reason**. A patient who no-calls/no-shows for any reason to a new patient appointment **will not be rescheduled**.
4. If you call to cancel/reschedule your first new patient appointment with less than 24 "working" hours notice (reschedules/cancellations for a Monday appointment must call before closing on Friday; messages left over the weekend are considered less than 24h notice), a fee of \$100 (nonrefundable and non-transferrable) may be required in order to reschedule your next new patient appointment.

We appreciate your help in keeping our office efficient and effective for our patients. We are in this together!!

The Team at Lung Care

*Policies subject to change at any time 081925

