



CEI Medical Group

ear • sleep • sinus • face

APPOINTMENT POLICY

Effective 02/01/2010

Dear Patient,

Thank you for choosing CEI Medical Group. It is our every desire to provide you with excellent and timely service. The following guidelines were designed to facilitate this process.

ON THE DAY OF YOUR APPOINTMENT:

NEW PATIENTS

- Please complete the enclosed forms and bring completed to your appointment. A map with directions to our office is enclosed for your convenience.

ALL PATIENTS

- Please arrive 10-15 minutes prior to your scheduled appointment time. This will allow us to complete the registration process in a timely manner. Please note that arriving late may result in your appointment being rescheduled.
- 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 will be expected to pay in full at the time of the 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 our office accepts checks, debit cards, VISA, and MasterCard.
- We will make every effort to accommodate your scheduling needs. In return, we ask that you help us by keeping your scheduled appointments. You must notify our office at least 24 hours in advance if you need to cancel or reschedule your appointment. Cancellation fees will be incurred if you do not give 24-hour notice. (See Patient Service Guidelines for fee schedule).

Thank you for your cooperation. We are looking forward to being of service to you and your family.

PATIENT NAME: _____

APPOINTMENT DATE: _____ M T W Th F TIME: _____ AM PM

WITH: _____ LOCATION: _____

1900 University Avenue, Suite 101
E. Palo Alto, CA 94303
Telephone (650) 494-1000
Fax (650) 322-8228

5801 Norris Canyon Road, Suite 200
San Ramon, CA 94583
Telephone (925) 830-9116
Fax (925) 866-1699