

Hilltop Obstetrics & Gynecology, Inc.

Middletown Office:

Professional Bldg. 1
200 Medical Center Dr., Suite 160
Franklin, OH 45005

Lebanon Office:

1000 Columbus Ave
Lebanon, OH 45036

Dear Patient:

Welcome to Hilltop Obstetrics & Gynecology. Enclosed please find various forms that we ask you complete and bring with you to the office at the time of your appointment. Please **DO NOT MAIL** them. We also ask that you take time to review the items below.

- For your first appointment, in addition to this letter and enclosed forms, please bring with you your current health insurance card(s), associated co-pay(s), and driver's license. Insurance companies require co-pays be paid at the time of the patient's visit. We accept payment via cash, check, and Mastercard/Visa credit cards. Please note that there is a \$30.00 charge on all returned checks. Plan to arrive approximately 10-15 minutes in advance of your appointment time to allow time to complete any additional paperwork.
- Please bring your current insurance card(s) with you to **each visit** as we may need to recopy the card. Also, if any of your demographic information changes (particularly you name, telephone numbers, home address or insurance coverage), please let us know as soon as possible.
- Please be aware that we schedule appointments in accordance with insurance guidelines. Therefore, problem visits are scheduled separately from annual well-woman exams.
- We are a busy practice and try very hard to stay on schedule in order to minimize wait times for our patients. Please remember that other patients are waiting for appointments so if you cannot keep your appointment, please call us as soon as possible to cancel and reschedule. We do track patients who fail to keep appointments without calling us in advance (i.e., "no shows"). Repeated "no show" patients may be excused from the practice.
- We ask that you familiarize yourself with your benefit plan including co-pays, deductibles, and coinsurances. Also, please be aware that not all insurance companies "cover" all medical services that your physician may suggest would be of benefit to you. In the event that you agree to a service that is considered non-covered by your insurance company, please realize that you will be held fiscally responsible for the service fees.

Once again welcome to Hilltop Obstetrics & Gynecology. If, at any time, you have questions about our office or your care, please call us at 513.424.1440 or 1.888.424.0017. We strive to provide you with quality care and service. Please feel free to share any suggestions for improvement you may have with any of our staff members. We look forward to your visit.

Sincerely,

The physicians and staff of
Hilltop Obstetrics & Gynecology, Inc.

Patient Signature

Date