



# NEUROCARE CENTER, INC.

## *Our Goal: To Provide Excellent Care Without Exception*

### ***NeuroCare Center: One Mission, One Vision***

*At NeuroCare Center, our mission is to provide our community with excellent health care in a compassionate and personalized fashion. It is the aim of the practice to provide the highest standard of service for patients with neurological, psychiatric, and sleep disorders.*

*Our vision is that our staff treat patients in the same friendly, empathetic, and considerate way that they would like to be treated. Our goal is to provide optimal patient care and education. We value our community and strive to be an indispensable resource for it.*

## **IMPORTANT INFORMATION FOR OUR PATIENTS**

We at NeuroCare Center are concerned about our patients and their care. Please take a moment to read through the important reminders listed below and file the paper at home.

### **Appointment Information**

- Please arrive 15 minutes before your appointment in order to allow time to check in.
- Please be prompt for your appointment. If you are late, you may be asked to reschedule.
- If you have a change in your health insurance, please bring your new insurance card with you. In order to bill your insurance correctly, you must provide us with accurate information.
- If you must cancel or reschedule your appointment, please let us know at least 24 hours in advance. We have many patients who have been placed on cancellations lists. Missed appointments are unfair to these patients and to our doctors who try to be accommodating. If you miss two appointments in a 12 month period, you must pay a \$50 no show fee.

### **Prescription Information**

- When a prescription refill is needed, please allow at least 72 hours or three business days notice for the prescription to be filled. Be sure to have the name of your pharmacy, the pharmacy's phone number, and the name and strength of the prescription ready when you call.
- Prescriptions for narcotics or stimulants cannot be called in to the pharmacy: a written prescription must be picked up at our office. Prescriptions are available for pick up Monday through Friday 7:00am to 4:00pm. A picture ID and signature are required. Someone other than you may pick up your prescriptions.

### **Miscellaneous Information**

- Please be advised that our office charges a fee for the completion of forms. This fee must be paid prior to completion. Please allow 7 to 14 business days for the forms to be finished. Your physician is unable to complete these forms during your visit. Examples of forms include disability forms, driving papers, FMLA, and parking placards.
- In accordance with the New Healthcare Reform Bill, this practice will be collecting the following information about our patients: the patient's race, ethnicity, and spoken language. Thank you for your cooperation.