

Riverbend Family Medicine

1420 Grove Street, Suite 200, Riverbend, ST 58021
Main 555-0130 · Nurse line 555-0131 · Fax 555-0132
Mon–Thu 7:30a–5:30p · Fri 7:30a–4:00p · Closed 12:00–1:00p

PATIENT INSTRUCTIONS

Document

New patient visit packet

Owner

Practice Manager, Front Office

Version

4.2 · Effective 02/2027

Next review

February 2028

Preparing for Your First Visit

What to complete before you arrive, what to bring, and what the first appointment covers

APPOINTMENT TYPE New patient, 40 minutes	ARRIVE BY 20 minutes before your appointment	FORMS DUE 48 hours before the visit	QUESTIONS Nurse line 555-0131
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STEP 1 — COMPLETE YOUR FORMS ONLINE AT LEAST 48 HOURS BEFORE THE VISIT

FORM	WHERE TO COMPLETE IT	WHY WE NEED IT	IF YOU CANNOT COMPLETE IT ONLINE
Patient registration and demographics	Patient portal → Forms	Establishes your chart, contact preferences, and emergency contact	Arrive 40 minutes early to complete on paper
Health history questionnaire	Patient portal → Forms	Gives your clinician your history before the visit begins	Arrive 40 minutes early to complete on paper
Notice of Privacy Practices acknowledgment	Patient portal → Documents	Confirms you received our privacy notice	Signed at the front desk
Authorization to release records	Patient portal → Forms	Lets us request records from your previous clinician	Bring a printed copy signed and dated
Financial responsibility agreement	Patient portal → Forms	Explains copays, balances, and no-show policy	Signed at the front desk

Forms received less than 48 hours before the appointment may not be reviewed before you are roomed, which can shorten the time available with your clinician.

STEP 2 — BRING THESE TO THE VISIT

☐ Photo identification

☐ Current insurance card, front and back

☐ A form of payment for your copay

☐ Every medication container, including prescriptions, over-the-counter products, vitamins, supplements, inhalers, creams, eye drops, and patches

☐ Your home blood pressure or glucose readings, if you track them

☐ Names, addresses, and phone numbers of your other clinicians

☐ Your preferred pharmacy name and location

☐ A written list of your questions, most important question first

☐ A family member, friend, or interpreter if that helps you

STEP 3 — KNOW WHAT THE VISIT COVERS

A first visit establishes care. It is not designed to resolve every concern in one appointment. Your clinician will:

- Review your history, medications, allergies, and prior records
- Discuss the one or two concerns you rank as most important
- Perform an examination appropriate to those concerns
- Order tests if they are needed and explain what happens next
- Set up follow-up for anything that needs more time

Please tell us: If you have more than two concerns, tell the front desk when you schedule. We may book a longer visit or a second appointment so nothing gets rushed.

INSURANCE, COST, AND BILLING

TOPIC	WHAT YOU SHOULD KNOW	WHO TO ASK
Copay	Collected at check-in. The amount is set by your plan, not by this office.	Front desk, 555-0130
Deductible	If your plan has a deductible you have not met, you may receive a bill after your insurer processes the claim.	Your insurance plan
Preventive vs. problem visit	A visit that starts as preventive can add a problem-visit charge if a new or ongoing issue is addressed. Your plan decides how each is covered.	Billing office, 555-0134
Labs and imaging	Outside laboratories and imaging centers bill separately from this office.	The lab or imaging center
Self-pay	Ask about our self-pay rates and payment plans before the visit.	Billing office, 555-0134

ARRIVAL AND PARKING

- Enter through the Grove Street doors; Suite 200 is on the second floor.
- Patient parking is in the west lot. Validate your ticket at the front desk.
- Check in at the kiosk or with the front desk staff.
- Arriving more than 15 minutes late may require rescheduling.

FREE HELP WE PROVIDE AT NO COST TO YOU

- Interpreters in more than 200 languages, including American Sign Language
- Written materials in large print or other formats on request
- Wheelchair assistance from the lobby
- Help using the patient portal, in person or by phone

Ask the front desk or call 555-0130 in advance so we can arrange it.

HOW TO REACH US AFTER THE VISIT

SITUATION	USE THIS	EXPECTED RESPONSE
Non-urgent question, refill, or form	Patient portal message	2 business days
Test result question	Patient portal message	2 business days
Same-day symptom or new problem	Nurse line 555-0131	Same business day
After-hours urgent clinical concern	Call 555-0130 and follow the prompts	On-call clinician returns the call
Emergency	Call 911 or go to the nearest emergency department	Immediately

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