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EAST MEMPHIS OFFICE
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ALL NEW PATIENTS ARE REQUIRED TO BE HERE 30 MINUTES PRIOR TO APPOINTMENT TIME

WELCOME! We are pleased that you have chosen our office to help serve your Neurology needs. In order to expedite the registration process for your first visit or to update your patient information if it has been more than six months since you have been seen, please complete the Patient Forms. You may return them **prior to** your visit either by mail to the office before you will be seen at or fax them to the appropriate office (see fax numbers above). *If you have had any diagnostic tests pertaining to your visit, bring the reports, as well as any other **RELEVANT** medical information with you. Examples include X-rays, CT Scans, MRI scans, sleep studies, laboratory testing, and records from your primary care physician or other treating physicians.*

We are committed to comply with the mandated **Identity Theft/Red Flag Rules Prevention Program** and we request that for each appointment, you bring: 1. Driver's license, photo ID, student or employee ID, passport or any other ID document. 2. Insurance card (must be current).

It is extremely important that you are aware of your insurance coverage. We participate with many insurance plans, each with specific rules and regulations, which must be followed if you want your insurance plan to cover (pay for) services.

- **Be aware of what is covered under your plan. Not all services are covered. The patient is responsible for any services not included in your plan. You will be billed accordingly.**
- **Do you have a co pay? Any and all co pays are DUE at the TIME of the office visit. We are REQUIRED by the insurance company to collect the co pay.**
- **Be aware if a REFERRAL is needed from your primary caregiver and HOW IT SHOULD BE OBTAINED. YOU MUST CONTACT YOUR PRIMARY DOCTOR FOR THIS.**
- **Patients with Discount Insurance Plans should be prepared to pay at time of visit. Patients with Health Savings or Flex Spending Accounts will be billed according to their plan benefits.**

If you do not have insurance, be prepared to pay at the time of your visit. VISA, MasterCard, American Express and Discover credit cards are accepted. Our office is committed to ensuring that your visit will be problem free and is available to help with any questions that you may have.

If you are unable to keep your scheduled appointment, please notify us 24-hours in advance so that we may make the appointment available to other patients. **PLEASE NOTE: It is a policy of our office that if you fail to keep your appointment or to cancel at least 24 hours in advance you may be charged \$50.00 as a “no-show” fee.**

Thank you for the opportunity to provide medical care to you and your family.

Practice Administrator
Tri-State Neurology