**Thank you for choosing Dr. Keefe as your ENT Specialist.**

**We welcome you to our practice!**

If you are reading this letter on our website at [www.drkeefeENT.com](http://www.drkeefeENT.com), you are aware of the ease and convenience of our electronic registration process online. Thank you for taking advantage of this and please take a look around the website and familiarize yourself with the various features. You will find links to information, answers to most commonly asked Ear, Nose Throat medical questions, and if needed will be able to access your own personal test and lab results. You will also be able to be notified of upcoming appointments. Please call our office and register your email to access the Patient Portal. Your personal email address along with your date of birth will only be used to verify that you are a patient.

**We are located at: 70 Medical Center Circle, Suite 210, Fishersville, VA 22939.** The entrance to the building is at Parking Lot C, and says “MOB” on the side of the building. Come into the building and take the elevator to the 2nd floor; to the left is our office.

**PLEASE ARRIVE 20 minutes prior to your appt.** Please bring someone to assist you if you have difficulty writing. If you arrive more than TEN MINUTES late to your appointment, you will be asked to reschedule.

**Please call our office a week or so BEFORE your appointment if you have had any sort of testing performed in relation to your condition, (such as CT, MRI, Audiogram, labwork, etc.), in order to have your images and reports ready for Dr. Keefe to discuss these during your visit.**

PLEASE BRING the following as they apply to your appointment, unless otherwise directed:

1) A list of all your CURRENT medications, with dosages & directions for use;

2) A list of your medication history pertinent to the symptoms you are experiencing (i.e.- antibiotics, nasal sprays, steroids, etc.);

3) Insurance and prescription cards;

4) Any forms to be completed for work, school, insurance, or sports;

5) A driver’s license or picture I.D. (The appropriate I.D. is required to prevent insurance and financial fraud.)

We will also take your picture on your first appointment. This will be attached to your Medical Record.

FINANCIAL INFORMATION: It is your responsibility as a patient to be informed of your insurance benefits before your appointment. Please call your insurance company to verify that we are a provider. All insurance **co-pays or payments for services not covered by insurance are due at the time of service.** This includes Medicare co-insurance (20% of the allowable fee) if you do not have a supplemental insurance. We accept credit cards (MasterCard & Visa), debit cards and checks, andcash. For questions about referral, authorization or your insurance co-pay, please call the number on your insurance card. PLEASE NOTE: You may be asked to pay your co-insurance amount for any procedures done on the day you are seen if they are not covered under the guidelines of your policy and included in your co-pay office visit.

A broken appointment is a loss to everyone. PLEASE inform us at least 24 hours in advance if you are unable to keep your appointment. Appointment reminders are a courtesy we attempt to provide. Our office reserves the right to charge a $25.00 fee for missed appointments.

Thank you again for choosing Dr. Keefe as your Otolaryngologist/ENT specialist. If you have any questions prior to your visit, please feel free to contact us at (540) 245-7027. We look forward to seeing you!

Sincerely,

Augusta ENT & Facial Plastic Surgery