

- Canisteo Valley Family Practice -

We would like to take a moment to personally welcome you to our practice. We are pleased that you have chosen **Canisteo Valley Family Practice** to be your primary care provider. It is our responsibility to deliver the best health care possible. We are a full spectrum family practice specializing in the care of patients of all ages. Although our office is independently owned, we are still affiliated with St. James Mercy Hospital.

Our office is open Mon., Tues., Thurs. and Fri. 8:00-4:30 and Wed. 8:00-6:00. Patients are seen by scheduled appointment only, though we offer many same day appointments for acute care needs.

Before your first visit, please notify your health insurance company of your new primary care provider if required. We will also need the following enclosed forms filled out.

1. New Patient Questionnaire
2. Medical Record Release Authorization Form

When you arrive for your first appointment, please bring the following with you:

1. All of your health insurance cards (we will ask for them at every visit).
2. A list of all medications you are currently taking, including vitamins and over the counter medications.
3. A current immunization list.

We do also ask that you be prepared to pay any co-pay you may owe at the time of check in. For your convenience we accept cash, check, or credit cards.

We utilize an automatic calling system that will call you 24 hours in advance of your appointment. If you have any questions or need to reschedule your appointment please call our office. We do ask for 24-hours advance notice if you are unable to keep a scheduled appointment.

If you fail to show for your initial appointment without notifying our office first, we will be unable to reschedule another appointment for you with any of our providers. It is also our policy that after three (3) missed appointments we reserve the right to discharge you from our practice.

Should you have any questions about our practice, services, or policies please do not hesitate to contact our office or visit our website at <http://canisteovalleyfamilypractice.com> with links to health care information, our patient portal and office news.

Thank you for choosing **Canisteo Valley Family Practice** to assist with your health care needs.

-The Providers and Staff of Canisteo Valley Family Practice