



Cathy M. Chapman, MD Rheumatology
George R. Woodbury, Jr., MD Dermatology

8143 Walnut Grove Rd.
Cordova, TN 38018

Dear Patient,

Welcome to our practice! We are located on Walnut Grove Road, one block east of Germantown Parkway.

Please bring the following items to your appointment:

1. Completed **Registration & Medical History forms**.
2. **Government-issued ID with photo**. For minors, please bring parent's or legal guardian's ID.
3. **Insurance Card**. You may also be prepared to send a photo of your card from your phone. Uninsured patients will be asked to make payment in full at the beginning of the appointment.
4. **A list of medications** you are taking. Please include vitamins, herbal supplements, and over-the-counter medications.
5. Payment. Our office collects for all services in advance, including copays, deductibles, and estimated coinsurance. We accept cash, checks, and major credit cards. We file insurance claims within 24 hours of your visit and bill or refund any remaining amount within 30 days of receiving payment from insurance.
6. If a **referral** is required by your insurance plan, we must have it by the time of your visit. If you are unsure, please call ahead to confirm that we have received your referral.

Important Policies

- **No-Shows:** A \$25 fee is assessed to patients who do not show up for appointments. If you will be more than 10 minutes late, please call to inform us. In some cases, we will need to reschedule.
- **Animals** are not allowed in the office with the exception of service animals.
- **Firearms** are also not allowed, with the exception of law enforcement officers who are legally required to have control of their weapons at all times.
- **For Minors:** Patients under the age of 18 must be accompanied by their parent or legal guardian. Non-biological parents/guardians will be required to show a copy of legal guardianship papers and must sign that they are responsible for the bill.

Patient wait times will vary. We value your time and strive for efficiency in scheduling and patient care. However, our patients have very specialized needs and often require unforeseen testing or treatments. We aim to cut down on the number of visits you need to make by offering comprehensive care. Patients will be seen in an order determined by schedule and appointment type.

Registration may take extra time depending on challenges we face while verifying insurance or processing necessary fees. At the end of your exam, your doctor may advise lab work, x-rays, injections, or surgical procedures to be completed during your visit or in a follow-up visit.

We hope our services will improve your life and enable you to perform daily activities more easily. Please call us if you have any questions. We look forward to meeting you!

Sincerely,

The Staff

Rheumatology & Dermatology Associates