

Thank you for choosing The Waddell Center for your medical needs. Please complete the enclosed paperwork and return it to our office as soon as possible. We will then request your medical records from your previous physician(s). After your records have been reviewed by the physician of your choice here at The Waddell Center, our office will contact you regarding your request for an appointment.

Dr. Samantha Ross, M.D. **Dr. William Woodall, M.D.**
Neha Patel, CRNP **Jaclyn Collie, CRNP**
Dr. Phillip Ingram

If you already have an appointment scheduled at The Waddell Center, please arrive 30 minutes before your scheduled appointment and bring your drivers license and insurance cards. If you are taking any medication (prescription or over the counter), always bring the actual bottles with you. Do not bring a list. Please bring the bottles with you. It is very important that you always bring your medication bottles with you to every visit.

We look forward to seeing you.

NOTE: If you use GPS to find out office, please enter the address as
209 Fitness Way, Athens, AL.
We are located directly across from The Wellness Center.

WADDELLCENTER FamilyMedicine

902 West Washington Street

Athens, AL 35611

Phone (256) 216-9777 Fax (256) 216-9776

WELCOME TO OUR PRACTICE!

Your appointment has been scheduled with one of our physicians. We are pleased that you have selected our clinic as your health care provider. Please complete the enclosed forms with your signature where indicated and return them on your appointment day.

APPOINTMENTS: Your initial visit with the doctor will consist of routine checking of your vital signs, weight, etc. and complete discussion of your medical history, medications you are taking, and health issues you may currently be experiencing. An actual "physical examination" or "gynecological exam" will be scheduled for 1-2 weeks later with appropriate time allowed to focus on the actual examination by request. If you are sick, and seen on an urgent, work-in basis, only your acute problem will be addressed. You will need to schedule another appointment for any other medical questions or issues you may have. If your doctor schedules lab work or x-rays for you, a letter will be sent to you advising you of the results or requesting that you return to the office to discuss the results directly with the physician.

INSURANCE: Our office participates in most insurance plans. If you are unsure about your insurance coverage, please call your insurance provider for clarification. Remember that your health coverage is a contract between you and your insurance company. We will assist you in getting full benefits from your insurance carrier. **Your co-payment will be collected at the time of the visit.** If you accrue an unpaid balance with no effort to pay, you will be denied medical treatment from our office. We accept cash, checks (payable to WCFM), Master Card, Visa, American Express, Money Orders and debit cards.

BILLING: Payment is expected at the time of service. If you do not have insurance coverage, please discuss financial options with the office staff prior to your visit. As a courtesy, if we accept your insurance, a statement will not be issued until after your insurance carrier has paid your allotted benefits. If your insurance carrier reimbursement is delinquent for 90 days, you may be asked to contact your insurance carrier. Please remember that any balance not covered by your insurance company is your responsibility.

MEDICATIONS: In order to maintain a harmonious flow within the office, we ask that you always ask for and obtain your medication refills at your visit with the physician. If you call for refills, always allow at least 3 business days for your medication to be sent to your pharmacy of choice.

HOURS: Our normal business hours are Monday through Thursday, 8:00 a.m. until 4:30 p.m. and Friday 8:00 a.m. till 12:00., excluding 12:00 to 1:00 for lunch. Our office telephone number is **256-216-9777**. Please feel free to contact us with any questions or problems.