

**Rheumatology & Dermatology
Associates, PC**
CATHY M. CHAPMAN, MD



8143 Walnut Grove Road
Cordova, TN 38018

Phone #: (901) 753-0168
Fax #: (901) 754-4946

IMPORTANT!!! PLEASE READ

PATIENT GUIDELINES

- ❖ A parent or legal guardian must accompany any patient under the age of 18 on their first visit. Legal guardians other than natural parents must present court documentation showing that they are the responsible party for the child. Clinic paperwork must be signed and dated by the parent or legal guardian in attendance on the first visit.
- ❖ You MUST present a government issued picture ID at the time of service such as a driver's license or a military ID card. Work badges, bus passes, etc. will not be accepted as identification. For minor patients, identification will be required of the parent or legal guardian.
- ❖ Referrals from insurance companies, if needed, must be obtained by the patient in advance of the scheduled appointment date.
- ❖ You MUST have your insurance card with you at the time of service; this includes Medicare.
- ❖ Copays, deductibles, and estimates of coinsurance will be collected in advance. Identification as described above must be presented with any credit card or check payment and must match the person's name on the credit card or check.
- ❖ If you are more than 15 minutes late, you may have to reschedule.
- ❖ If you miss an appointment or cancel an appointment without giving 24 business hours notice, you will be charged a \$25.00 fee.
- ❖ Between 2 and 5 business days before a new patient appointment, the patient must confirm that they intend to keep their appointment by calling us at (901) 683-9926. Appointments that are not confirmed by the patient during this timeframe will be cancelled with no further notice to the patient.

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Dear Patient,

According to our records you have an appointment scheduled with **Dr. Cathy M. Chapman** as a new patient in the upcoming weeks. This information packet is provided to familiarize you with our office and procedures.

Our Cordova office is located at **8143 Walnut Grove Road**. The building is located one block east of Germantown Parkway.

As a rheumatologist, Dr. Chapman is a medical doctor who has done subspecialty training in rheumatology which involves the diagnosis and treatment of arthritis and related diseases including rheumatoid arthritis, lupus, bursitis, back pain, osteoarthritis, and over 100 other forms of rheumatic disease. Most patients seeing a rheumatologist are referred from primary care physicians or, other specialists. Dr. Chapman does not contract with insurance companies as a primary care doctor/internist.

Please note: If the patient is under the age of 18, the parent or guardian accompanying the child is considered the responsible party for billing and legal purposes. Please do not have paperwork signed by an adult who will not be present at the first appointment. A parent or legal guardian must accompany the patient during the first examination.

To ensure the best quality care and use of your time, please be sure to bring the following items.

1. Our registration form and medical history form; these can be obtained on our website at www.rheumderm.com. If at all possible, they should be completed prior to your arrival at the office.
2. Patients must present government issued identification with picture.
3. If you plan to have your visit paid for by a third party such as an insurance company, be sure to bring an up to date insurance card. If your insurance company requires you to have a referral from your primary care doctor, bring that as well. **NOTE:** If you

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are not sure whether you will need a referral, please call your insurance company for that information. It is not the responsibility of our office to obtain your referral. You may call our office a few days in advance of your appointment to verify whether we have received it.

Insurance deductibles, copays, and estimates of coinsurance will be collected before the visit.

4. Make sure you know all medications you are taking including vitamins, herbal supplements, and over the counter medications by bringing a list of these or bring the medication bottles if possible.

Once you are registered and an exam room is available, you will be escorted by the nurse to the exam room area. The nurse will ask you questions concerning your medications, past medical history, and social situation which the doctor will use in helping to diagnose and treat you. Once the nurse has completed this portion of the examination, the doctor will subsequently come in and discuss your medical problems, do a physical examination (which usually does not require complete undressing), and then will discuss a plan of care which may require lab work, x-rays, injections, or surgical procedures. The doctor will also discuss follow up visits if needed. Any pain medication prescriptions that you will receive must be obtained during your office visit. **Dr. Chapman does not call in or e-mail prescriptions for any pain medications.**

Waiting time varies but you can expect to be in the reception area anywhere from 0 to 45 minutes after your scheduled appointment time. Other patients who arrive later than you do may be escorted back first depending on their scheduled time, whether they are seeing only the nurse, or if they are a return patient. We understand your time is valuable and we will attempt to get everyone taken care of as soon as possible. However, due to the variety of medical problems which are treated here, it is not always possible to predict how long diagnosis and treatment will take. We try our very best to run on schedule everyday and expect patients to do the same. **If you are 15 or more minutes late, YOU MAY HAVE TO RESCHEDULE.** Having your referral and other information completed before arriving also helps the office stay on time.

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Of note, animals and firearms are not allowed in the office with the exception of service animals and law enforcement officers who are legally required to have control of their guns at all times.

We hope your visit to our office will help you feel better and become better able to perform your daily activities. If you have any other questions you need answered prior to your visit with us, please contact us at (901) 753-0168. If you need to cancel or reschedule your appointment, please do so at least 24 hours in advance of your scheduled appointment time or a \$25.00 fee will be imposed.

Sincerely,

The Management and Staff of Rheumatology and Dermatology Associates, PC