

Neurosurgical Associates, L.L.C.

5171 South Cottonwood Street, Suite 950 Murray, Utah 84107

900 Round Valley, Drive Suite 100, Park City, Utah 84060

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Mark V. Reichman, M.D., P.C. ~ Charles C. Rich, M.D., P.C. ~ Peter H. Maughan, M.D., P.C.

Paul A. House, M.D., P.C. ~ Nam K. Yoon, M.D., P.C. ~ Christopher G. Wilkerson, M.D., P.C.

You have been referred for neurosurgical evaluation and treatment and it is our privilege to assist you in treating your neurosurgical difficulty(s). Due to the demanding nature of our specialty, we must limit our continued treatment to neurosurgical problems. Other difficulties, medications, and questions should be directed to your primary care physician. This letter contains important information about your upcoming appointment and our practice policies.

Appointment Date & Time: _____ Radiology Scan Time _____

If you have a radiology scan time noted above, please check-in at the Rosenberg Cooley Metcalf Clinic, Ste. 100 front desk 15 minutes prior to your scan. If your insurance is not contracted with this facility, your scan should be done at an in-network facility. Please notify our office if you have a preferred facility for radiology services.

Below is an important list of items you will need to bring with you for your appointment:

- For all spine related consultations, most health insurance plans require proof of the last 3-6 months of conservative treatment tried and failed prior to scheduling surgery. Please contact your current treating providers for physical therapy, injections, pain management, or chiropractic treatment notes. Please have the records faxed to our office at 801-507-9550 or bring them to your scheduled consultation.
- List of your current medications, including dosage and how often you take them.
- Photo Identification
- Insurance Card(s)
- Copay, coinsurance and/or deductible amounts based on your plan are due at the time of service.
- **Please complete and return the enclosed forms 1 week prior to your appointment using any of the following methods:
Email to forms@nsamd.com, mail using enclosed USPS postage paid envelope, or fax to 801-507-9550.
If your new patient forms are not received by Noon (12:00pm) the Friday before your appointment, the appointment will be rescheduled.**
- Please arrive **20 minutes** prior to your scheduled appointment time if you have completed the new patient paperwork or **45 minutes prior if incomplete**. If you arrive late or without the items listed above, you may be rescheduled.

Neurosurgical Associates, LLC is a private practice, not a subsidiary of Intermountain Health Care. You are responsible to know your specific insurance benefits and if our private practice providers and the hospital are participating with your plan. Services rendered by the providers of Neurosurgical Associates are billed through this office; charges may include consultations, surgical procedures, and x-ray interpretation. For additional patient resources please visit our website at www.nsamd.com.

Due to the high number of patients requesting appointments, waiting times can be long. No-show appointments have a significant negative impact on our practice and the healthcare we provide to our patients. Because of this, our office has a low tolerance for missed appointments. Appointments are considered a No-Show if you: miss an appointment, reschedule or cancel an appointment with less than 2 business days' notice, or arrived late to the appointment and cannot be seen by the provider on the same day. In these circumstances, a \$100.00 missed appointment fee will be charged to you. This fee will not be submitted to your health insurance plan. This fee may be waived if circumstances for late or missed appointments were beyond your control.

Many patients require the temporary use of narcotic pain medication during neurosurgical treatment. These are dangerous, addictive drugs, we are very careful in prescribing them. Please, pay close attention to your medication supply, call your pharmacy 3 full days before your prescription runs out. If you have a prescription change request please call the office with the medication name, preferred pharmacy name, and pharmacy phone number and your request will be reviewed by your provider.

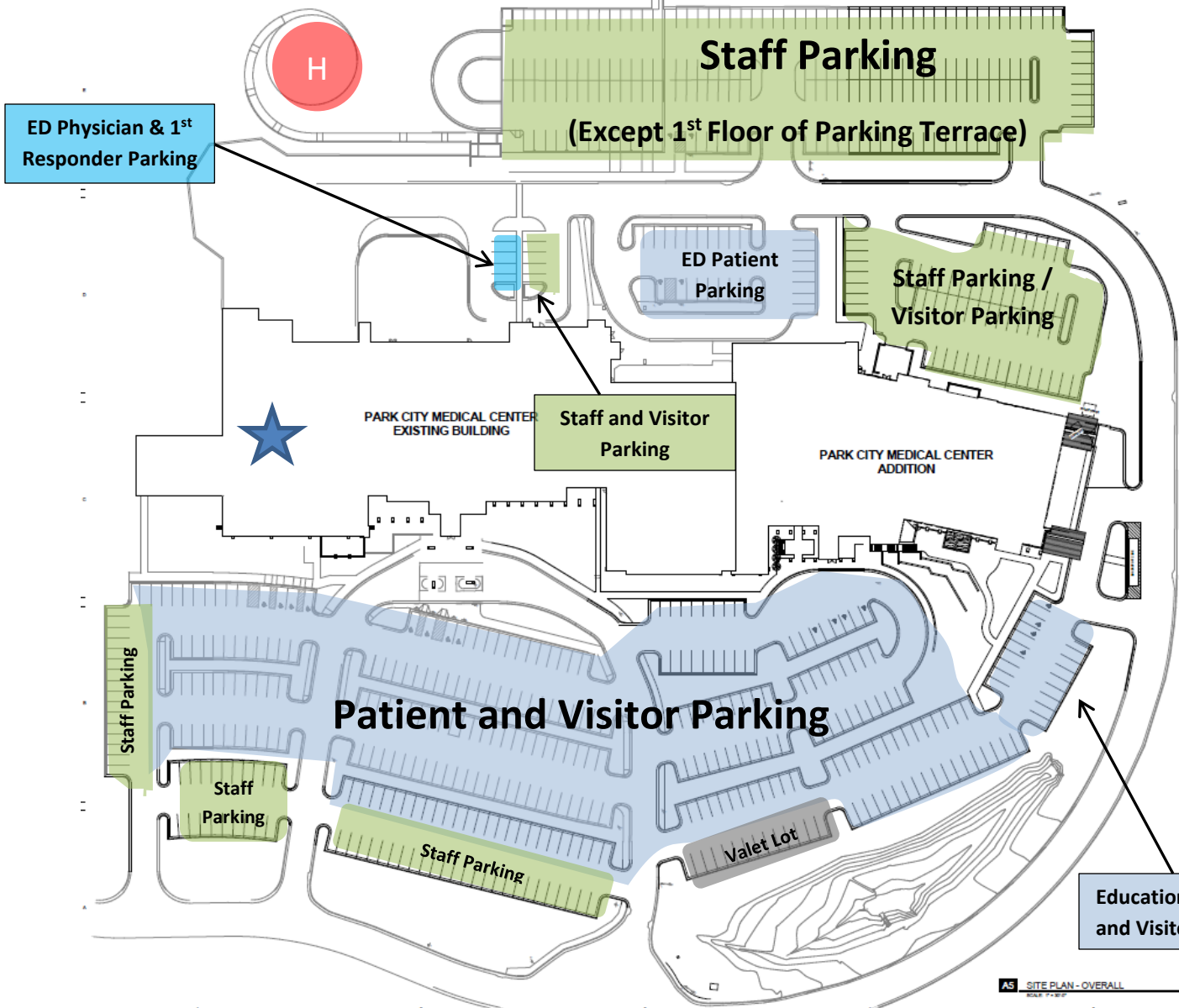
If an emergency arises after hours or on a weekend, one of our physicians is "on-call" at all times, to reach the on-call physician call 801-507-9555. In severe situations or ones in which you are in doubt, go directly to the emergency room at Intermountain Medical Center or your nearest hospital emergency room.

We are honored to assist in your neurosurgical treatment. The treatment provided you will be the latest and best presently available within the scope of the accepted standards of care.

Neurosurgical Associates Providers and Staff

Intermountain Park City Hospital

Dr. Charles C. Rich



Driving Directions from Salt Lake City, UT to the Rosenberg Cooley Metcalf Clinic at 900 Round Valley Drive, Suite 100, Park City:

- I-80 East
- Take the US-40 exit, Exit 146, toward Heber/Vernal
- Merge onto US-40 E toward Heber/Vernal
- Take Exit 4 toward Park City/Kamas
- Turn Right onto UT-248
- Turn Right at light Round Valley Dr.

The Rosenberg Cooley Metcalf clinic is located on the north side of the new Intermountain Park City Medical Center.

To make an appointment with Dr. Rich or to speak with the staff please contact Dr. Rich at his Salt Lake office at 801-507-9555 or Toll Free at 866-804-2193. For assistance to the Rosenberg Cooley Metcalf Clinic please contact their office at 435-655-6600.