



2029 Hickory Tree Road, St. Cloud, FL 34772
Tel. (407) 906-1328 | Fax (407) 593-8452
palmtreepain.com

Welcome to Palm Tree Interventional Pain Management! Patient satisfaction is a high priority at Palm Tree IPM.

We ask that the following items be brought to your initial appointment

1. Completed enclosed packet
2. Insurance Cards
3. Valid Photo ID
4. Medical records pertaining to what we are seeing you for (including x-ray images and reports, CT scan images and reports, MRI images and reports, etc.)
5. A list of your current medications
6. Insurance referral (only if your insurance carrier requires one)
7. Co-pay (only if your insurance requires one)

Please be advised if you arrive to the appointment without all the necessary information you will be rescheduled

IF YOU NEED TO CANCEL OR RESCHEDULE YOUR NEW PATIENT APPOINTMENT, PLEASE CALL OUR OFFICE (407) 906-1328

Sincerely,

The Staff at Palm Tree Interventional Pain Management



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Dear Patient,

Welcome and thank you for selecting Palm Tree Interventional Pain Management to assist you with your healthcare needs. Our medical and office staff strives to provide you with outstanding care and address your needs. We hope your visit with us exceeds your expectations.

We appreciate your careful consideration of the following guidelines, in accordance with the American Medical Association. Please do not ask the staff to make exceptions to this policy, as it can be disruptive to patient care.

FINANCIAL GUIDELINES

We are unable to treat new patients without healthcare insurance or except when being sent by your lawyer as part of personal injury case.

If you are unable to provide the office with complete healthcare insurance, Workers Compensation Personal Injury Case or Automobile Insurance information, or if your insurance carrier does not cover visits and/or procedures, you will be asked to make full payments at the time of service.

Co-payments and/or deductible, depending on insurance status: are required prior to you seeing a Medical Provider. Our records with insurance carriers dictate co-payments and/or deductibles must be collected on the day of service. All outstanding balances are expected to be paid prior to the time of your next visit. Failure to do so will result in rescheduling your appointment.

Some insurance carriers will send checks for our services directly to the patient. If you receive a check from your insurance carrier for services provided by Palm Tree Interventional Pain Management, please endorse the check and send it to us along with all Explanation of Benefits and any balances you, the patient, are responsible for to satisfy your balance due.

Patient who loses or cancels their Healthcare, Workers Compensation, Personal Injury or Automobile insurance while under the care of Palm Tree Interventional Pain Management will be given a 90 day time period to obtain insurance or risk being terminated from the practice under the guidelines of the American Medical Association Council on Ethical and Judicial Affairs.

Should you have any questions regarding billing issues or billing statements you receive please contact our billing department at (407) 906-1328 Monday through Friday from 9 AM to 5 PM.

Thank you