

WELCOME TO SPOKANE VALLEY EAR, NOSE & THROAT AND FACIAL PLASTICS

Spokane Valley Ear, Nose & Throat and Facial Plastics is a group of five physicians specializing in Otolaryngology and Facial Plastic and Reconstructive Surgery. All of our physicians are surgeons and are board certified. Our Allergy Clinic offers allergy testing and treatment administered by professional and caring RN's. Certified Audiologists head up a full-service audiology department which offers a wide array of services, including hearing aid sales and services which are top notch! We offer competitive rates with unbeatable service and follow up care. We also offer cosmetic services such as Botox, dermal fillers, and chemical peels, all administered by a board-certified physician.

Our regular office hours are 8:00 AM to 5:00 PM Monday through Friday. We are closed for lunch from 12:00 PM to 1:00 PM. **Emergency calls are available 24 hours every day.** If you need a prescription refilled, please have your pharmacist fax a request to our office and your prescription will be refilled within 24 hours.

Since you will be a new patient to our practice, we will require some information about you and your medical insurance coverage. We have enclosed a Patient Registration form and Personal Medical History form that we would like you to complete, sign, and return to our office at the time of your appointment or sooner. This will enable us to begin to set up your account.

When you arrive at our office for your first appointment, we will need to make copies of you insurance card(s) and a picture ID. **PLEASE BE SURE TO BRING THESE ALONG WITH YOU.** We cannot begin to bill your insurance without a copy of your card(s). If you are not able to provide us with a current copy of your card(s) at the time of your appointment, we will need to reschedule your appointment.

If your insurance requires a referral please be sure to have that in place before the visit.

If you are bringing in a minor and are NOT the parent/legal guardian we will need written permission from the parent/guardian allowing you to accompany the minor. Important: All paperwork for the patient MUST be completed and signed by a parent/legal guardian. If you are a foster parent or a court appointed legal guardian of a minor, we will need supporting documents for the patient's chart.

Your appointment time as a new patient will usually require approximately 45 minutes. We have set aside this time in the doctor's schedule for you. If, for some reason, you are not able to keep the appointment time, please notify our office at least 24 hours in advance so that we may accommodate other patients.

We are HIPAA compliant and all your personal information will be kept confidential.

We intend to deliver the best level of care and service possible to all of our patients. If you have any concerns about our service, I would be happy to discuss those with you.

Thank you and welcome to our office.

Karen Caudill
Office Manager