



CHI Memorial Internal Medicine Associates – Signal Mountain

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Welcome to our practice!

Thank you for choosing us to partner with you in your health care! Our goal is to make your experience helpful and meaningful! In order to meet this goal, we have listed below some helpful info to benefit you, and make our time together as efficient as possible.

Dr. Nieckula and our nurse practitioners practice team-based care here. Which means our physician and nurse practitioners work together to provide patients with comprehensive primary care. By working as a team, you can be assured that we are here to take care of you whenever you need us.

Our standard office hours are Monday through Friday 8:00am to 4:30pm, and we provide “walk-in” availability 10am to 6pm. We are closed all major holidays.

Your time is very important to us and we strive to minimize your wait time. **Patients who arrive 15 minutes late will be rescheduled.** We ask for a courteous cancellation call should you be unable to keep an appointment. To set up appointment reminders via text message, simply text CHIMEMMEDGRP to the number 622622 to enroll, please note messaging rates may apply.

New patients, please arrive 15 minutes early to complete registration and be sure to bring your insurance cards and a photo ID.
Beginning 1/1/2018, Medicare patients who do not present a valid photo ID with their Medicare card will be rescheduled.

We ask that you bring a list of all medications with you to your visit. Please obtain all refills for maintenance medications at the time of your office visit to ensure you have your medication in a timely manner. Should you need a refill, you may call the office to make this request. For any controlled medication, we will need at least 3 business days to review your request. **We do NOT fill controlled substances for continuous use.** We require our patients to see a specialist for these medications. **We will NOT fill any narcotics after hours.**

If you have lab or test results pending, it is not necessary for you to call our office unless the provider has asked you to. Your results will be sent to you via our Follow My Health Patient Portal. You will be called directly with any abnormal results. If you have not heard from us within 2 weeks, please call and leave a message for your provider’s nurse to check on your results – please make sure we have the correct contact information to best reach you, if we do not have your correct telephone number we cannot return your call.

Calls left after 3:00pm will be handled the next business day.

If your insurance requires a referral before your visit with another physician, please request this referral in advance. The process of obtaining the authorization from your insurance company may require up to **3 working days or more.**

If your insurance has a co-pay, co-insurance, or deductible please be prepared to take care of payment at the time of service.
For billing questions, please call our Central Billing Office 1-833-513-3903.

We ask that you promptly notify our front desk staff with any changes to your address, telephone number, or insurance information.

We monitor our services through Press Ganey using text & email survey invitations. Please take advantage of this survey if you are contacted, we want to know how we are doing and how we can improve – serving our patients at the highest level is our priority!

Thank you for choosing us to care for you!

Patient Acknowledgement:

I have read and understand the above information. YES NO
I would like a copy of this document for my records. YES NO

Date: _____

Patient Signature: _____

Given to patient: _____

(Staff initials)