



Orthopedic Surgery
ASSOCIATES OF NORTH COUNTY

About Your Visit:

Our office is located at 15525 Pomerado Road, Suite A1, Poway, CA 92064. If you are unable to keep your scheduled appointment, please let us know by calling (858) 485-0050, option 1, this will get you to a staff member who can assist you.

In preparation of your first visit; please bring a picture ID, your insurance card and complete the new patient paperwork before your visit. There are various steps in our registration process that must be completed prior to seeing the doctor, so we ask that you arrive 15-20 minutes before your scheduled appointment. This will help you move through the visit with ease.

Bring the following items with you to your appointment:

- New Patient Forms – please complete all sections and be thorough when completing the health questionnaire. Forms are found online at www.archhealth.org.
- Picture ID
- Insurance card
- Co-payment
- All relevant X-rays, MRIs and test results with written reports

The following is important information that will allow us to better serve your needs.

- We will bill your insurance. If you do not have insurance coverage; payment will be expected at time of service.
- We are unable to bill out of the country insurances; this will require payment in full at the time of visit; a copy of the super bill will be provided to you at the end of your visit.
- All co-pays are due at the time of your visit. We are legally obligated to collect your co-pay.
- Our office only keeps outside x-ray or MRI films for 3 months. If you would like to retain these records, either 1) request them prior to 3 months after your treatment or 2) let us know you would like to take them with you after your visit.
- All prescription requests require 24-hour notice. As a courtesy to all patients, we are unable to accommodate walk-in patient requests to obtain samples or have prescriptions filled while you wait, this will allow our physicians and staff to attend to patients who are present in the office seeking treatment.
- We will call and obtain insurance eligibility and coverage benefits prior to your appointment. You will be asked to review and sign the information obtained from your insurance. Your signature will indicate you understand your financial responsibility.

We look forward to seeing you soon. Please do not hesitate to contact our office if you have any questions.

Sincerely,

The Physicians and Staff
Arch Health Partners - Orthopedic Surgery Associates