

Martin D. Rudloff, MD, PC
851 E. Fifth St., Ste, 124
Washington, MO 63090
Phone (636)390-8880 Fax(636)390-8886

Patient Name(s): _____ Appointment Date/Time: _____

Welcome to our practice! Dr. Rudloff is dedicated to providing quality medical care. At your first appointment, and for any address or insurance changes, a group of forms will require completion. We ask that you bring your insurance card(s) to each visit to ensure that we have the correct information to file your medical claims properly. Dr. Rudloff is a participating provider for many health insurance plans, but it is your responsibility to call your insurance company and verify your benefits, and if necessary, to add all new children to your plan for benefit coverage. In the meantime, if you receive a statement for charges on your newborn, we ask that you keep it for informational purposes. We verify newborn coverage 30 days after the birth date, and if the baby is added, we submit any charges incurred at that time. If not, we will call again in 15 days. After this point it is your responsibility to follow up on this matter with your insurance company. Your inability to do so may result in a lapse of coverage and full responsibility of those charges will be left to you.

If your insurance company requires a copayment for each visit, payment is expected at the time of your appointment. We accept cash, personal checks, Visa, MasterCard, Discover, and money orders. Also, in the case of any outstanding balances, payment will be expected upon the completion of your visit, unless prior payment arrangements have been made.

Statements are mailed monthly to patients with outstanding balances. Payments are to be made within 25 days of receiving this statement. If you are unable to pay this balance in full, our office will assist you in setting up acceptable payment arrangements to resolve your account.

For all appointments, please arrive 10-15 minutes prior to your scheduled appointment time so that you, and all of our patients, may be seen promptly. If you need to cancel your appointment, please call within 24 hours of the scheduled appointment time. Failure to cancel any prescheduled appointments will result in a "no-show" fee. For all new patients, please make sure that we receive the medical records from the previous physician prior to the first appointment with us.

Our office hours are Monday through Thursday from 7:00 am to 4:30 pm and Friday from 8:00 am to 4:30 pm. Sandy Meyer, NP assists Dr Rudloff in the office by seeing patients beginning at 7 am and on Fridays. After office hours, you may call our phone triage service through St. Louis Children's Hospital for emergency medical questions.

We take calls for same-day sick appointments and medical advice, Monday through Friday from 7:30 am through 4:30 pm. You may also request prescription refills or referrals, schedule future well exams and rechecks and inquire about any billing concerns. Please note that between the hours of 7:30 am and 10:00 am we experience high call volume and you may have to leave a message. If this is the case, your call regarding a same-day sick or medical advice will be returned within 30 minutes. All other calls will be returned the same business day.

Dr. Rudloff and his staff are dedicated to providing quality service to his patients. We look forward to a lasting relationship with you. If you have any questions regarding any information provided in this letter, please contact our office.

Thank you,

Dr. Martin Rudloff and staff