



## ***Welcome!***

The staff of The Lung Center would like to welcome you to their practice. We are dedicated to providing excellence in patient care. In order to be of better service to you, please take note of the following information:

Your appointment is with Dr. Chaparala at:

5161 B Drive South, Battle Creek, MI 49015

Our phone numbers are (269) 969-6099 Toll Free: (888) 393-5292

### ***Appointment Info:***

In order to make your appointment with the physician the most beneficial, please bring any chest x-rays or CT chest films that you have had done with you. **You must bring your insurance card/s and photo id** as well as a list of your current medications and dosages to EVERY appointment. Please have these ready when you check in. Please arrive 15 minutes early for your appointment. Please visit our website at [www.lungcenterandsleepclinic.com](http://www.lungcenterandsleepclinic.com), to print and fill out all of the necessary forms and bring them with you to your appointment. If you are unable to print out the forms you may stop into the office prior to your appointment date or you may arrive 30 minutes prior to your appointment to fill them out. Failure to do so may result in your appointment being rescheduled. Thank you.

### ***Emergencies:***

The office phone is answered 24 hours a day. If the problem is not life threatening, please contact the office during our regular business hours. If the problem is life threatening, proceed to the nearest emergency room immediately. If you do need the assistance of the "on-call" physician, leave your name, phone number and a brief message and the "on-call" physician will contact you as soon as they are available.

### ***Cancellations:***

The providers are available to see patients by appointment. In order to increase physician availability, please notify the office at least **24 business hours** prior to appointment time for cancellation. ***Failure to give appropriate notification for your NEW patient appointment will result in a \$100.00 cancellation/no show fee charged to your account. This fee will need to be paid prior to rescheduling your appointment. The no show fee for an established patient is \$50.***

### ***Insurance:***

We participate with most insurance companies and therefore our staff will file your primary and secondary claims for you. In order to process your claim, we will need to make a copy of your insurance card(s). **We will need to verify your coverage at every visit so be prepared to show your insurance cards at all your appointments.** Co-pays and deductibles are part of your contract with your insurance. Please be prepared to pay your co-pay at every visit. If you are not able to pay your co-pay at the time of your visit, a \$10 statement processing fee will be added to your account. This is not a charge covered by your insurance. If you are uninsured, a discount on services is available if you pay in full on the date of service. If you are unable to do so, please speak with our billing specialist ahead of time to make arrangements for payment.

Thank you.