



Leading the Search
for Better Health

Dear New Patient,

The Providers and staff would like to Welcome and thank you for choosing and trusting Diabetes & Glandular Disease Clinic, P.A. with your health care needs. Our goal is to make your visits as pleasant and informative as possible.

We understand the sensitive nature of your visit and respect your privacy. For these reasons, we are asking you to **complete** the enclosed new patient packet and mail or fax them to us prior to your first visit. Our direct confidential fax number is (210)615-1083. If you are unable to complete the new patient packet prior to your visit, please bring it in completed at the time of your first visit. New patients are encouraged to register online at www.dgdclinic.com in order to have access to our patient portal where you can conveniently fill out the new patient packet at home instead of mailing, faxing or bringing it with you to your first appointment. As an established patient you will be able to access information in reference to future appointments, lab results, prescriptions and account billing summaries through our patient portal.

If you were previously treated at another clinic or facility for the same care you will be receiving from our clinic, it is very important to provide us with your records before your initial appointment. Since this can take up to four weeks, we realize that not every patient will have their medical records available by the first visit. However, the quality of one's visit is enhanced when we have the ability to review your health records prior to your visit, especially when a patient has a medical history of diabetes/glandular disease.

Please plan for your first appointment to be at least 45 minutes to an hour long. As a new patient, dependent on diagnosis and/or recommended treatment by your provider at the time of your first visit, you may be encouraged to attend a group class given by our Educators on staff. If applicable, the group class will be scheduled during your check out.

Insurance and required demographic information to verify insurance is taken by our staff before your appointment is scheduled. Insurance information is verified within 2 days of your appointment. If insurance and required demographic information is not obtained, the appointment will not be confirmed and may be rescheduled.

As a part of the patient information packet please know that payments all applicable fees, deductibles, coinsurance, or co-pays must be paid at the time of your visit. We accept cash, checks, Visa, MasterCard, and American Express. If patients are not able to pay their co-pay and/or deductibles at the time of their appt., the patient's appointment will be rescheduled for a date when the patient is able to pay the co-pay and/or deductible. Cancellation and Appointment Time information is included in the packet.

We encourage you to visit our website at www.dgdclinic.com for information about our providers and the services we provide.

Thank you for choosing and trusting our providers and staff with your healthcare and we look forward to your first visit.

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