Redding Orthopedic Center
Drs. Hankin, Heyerman, Cross and Snider
2160 Court Street
Redding, CA 96001
(530) 244-2663

Welcome to Our Practice!

Enclosed you will find all the necessary forms that need to be fully completed and **MAILED BACK TO OUR OFFICE PRIOR TO YOUR** appointment date. Enclosed is a self-addressed, stamped envelope for your convenience.

We understand that no one likes to fill out forms, but this is a necessary part of our office procedure and hopefully it will save you time in the office. If you have any questions, please feel free to call us and we will gladly assist you.

There are a few important items you need to be aware of before your appointment.

1. **IF YOU HAVE HAD X-RAYS TAKEN BY THE EMERGENCY ROOM OR ANY OTHER DOCTOR, PLEASE MAKE SURE THEY ARE SENT TO OUR OFFICE PRIOR TO YOUR APPOINTMENT OR HAND-CARRIED BY YOU TO YOUR APPOINTMENT.**

2. Please be prepared to pay for the charges incurred at the time of visit or make payment arrangements **PRIOR** to your appointment. We do bill your insurance as a **COURTESY**, and gladly do so, but your insurance is a contract between you and your insurance company and you as the patient are responsible for all charges incurred in this office. In some cases we are a provider for your insurance and these will be handled according to those particular guidelines. All Medi-Cal recipients must have their current card at the time of your appointment or that appointment will need to be rescheduled.

3. **MANY TIMES IN AN ORTHOPEDIC OFFICE THERE ARE LENGTHY WAITS TO BE SEEN. WE DO ASK THAT YOU BE PATIENT WITH US.** Due to the nature of orthopedics, ie: casting, x-rays, unforeseen emergencies, there are unavoidable delays and we will do our best to keep you informed of how we are doing. But if you are unable to wait, please notify our receptionists and they will do their best to reschedule you.

Thank you for your cooperation and we look forward to a healthy and pleasant relationship in regards to your orthopedic needs, and again...

Welcome!!