



Dear New Patient,

Welcome to our practice! Thank you for choosing us as your partner in health and wellness.

In order to make your first visit to our office go as smoothly as possible, we've tried to organize things for you ahead of time.

1. We've created a New Patient Registration packet that you may download, print and complete before you arrive. Click here to get it:
<https://www.blackhawkmedicalgroup.com/docs/new-patient-information-packet-2019.pdf>
2. Please bring your driver's license or passport (photo id) and your current insurance ID card.
3. You will be asked to pay any required copay or identifiable deductible when you check-in for your appointment. We accept cash, check and credit cards.
4. Please arrive fifteen minutes before your scheduled appointment so we can confirm your information and verify your insurance.
5. If you are unable to keep your appointment, please notify us as soon as possible. We do have a 24-hour cancellation policy and No Show or Late Cancellation fees may apply.
6. Our practice uses an electronic medical record system (EPIC). Your record will be established at your first visit. When checking out, you will be given an After Visit Summary (AVS) which will include instructions to create a login to access your personal health records and establish online communication access with our office. Ask at the desk for help if you need it!

If you are enrolled in an HMO insurance program, please be aware that we can only accept HMO insurances through the John Muir Provider Health Network and your card must have one of our Blackhawk Medical Group doctors identified as your Primary Care Provider (PCP). If you are not in John Muir PHN, we will be happy to see you as a self-pay patient, but we cannot bill any other HMOs outside of John Muir.

You can learn more about our Insurance plan participation through this link on our website:
<https://www.blackhawkmedicalgroup.com/docs/2019-insurance-information.pdf>

If you have questions about the practice or your visit, please let us know.

Thank you for choosing Blackhawk Medical Group!