



CRAIG DUBOIS, M.D. -ANDREW BRAUNSTEIN, D.O. -RYAN CONRAD, M.D. –DOUGLAS JEFFERY, M.D.

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Mooresville, NC 28117

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Statesville, NC 28625

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Huntersville, NC 28078

Phone for all locations: 704-662-3077

Welcome to Lake Norman Neurology. We look forward to seeing you for your appointment. In order to help us serve you better and to ensure that your first visit and all subsequent visits with us go as smoothly as possible, we are providing you with some information and some specific instructions.

About the Practice: This practice is limited to consultation regarding the diagnosis and treatment of neurological disorders. We do not do any primary care work. So it is important for you to plan to continue to see your family doctor for your other illnesses and needs.

- We are available outside of office hours for emergencies only. If you should have a problem or question outside of business hours please leave a message on our answering machine and we will return your call when the office reopens.
- If you have an emergency outside of office hours you may call 704-662-6052 and leave a message for the doctor on call, call your family doctor or go to the emergency room.
- Our doctors will not fill any narcotics or controlled substances after hours or on weekends.
- An appointment will be required for forms to be filled out. This ensures that you will be available to answer any questions your physician may have and that your form will be filled out promptly and correctly. Without an appointment there is a 25.00 fee.

About our Office Staff: When you arrive at our office, please check in at the desk. We will need your medical history form, patient information sheet and current medication list. We will also make a copy of your insurance card and collect your copay.

What the Doctor Will Do: Before he sees you, he will review your medical records that you brought with you or have had sent to us. When he sees you, he will ask you to tell him in detail about your symptoms, the course of your illness, and what tests and treatment you might have had. The doctor will ask you many questions to help him understand your problem. He will carefully examine you and then discuss a possible diagnosis, any further tests that might need to be done, and outline a treatment program for you.

What You Are to Bring with You:

1. Any records or radiology reports that pertain to the problem you are seeing us about. You may want to request that other doctors who have seen you for this problem send us copies of their records, lab reports and radiology reports. If you have discs of your studies please bring them with you. This will save time and prevent needlessly repeating tests.

2. Insurance, Medicare and Medicaid cards and insurance referral if appropriate. As a courtesy we will file with primary and secondary insurance carriers. We require your co-payment, deductible or estimated portion at the time of your visit. It is your responsibility to make sure the physician is a provider with your insurance plan. All patient's who are currently without insurance will need to pay full payment at time of visit. Medical history, patient information and medication forms – filled out completely as you can.
3. Most importantly, bring yourself – on time, **you may be asked to reschedule if you are more than 15 minutes late for your appointment.** We spend as much time as necessary with each patient, occasionally a few minutes more than were scheduled. Usually we can catch up. However, if you are late, you may throw the whole schedule off for everyone else. We urge you to be on time.
4. If for any reason you cannot keep your scheduled appointment time, please give at least 24 hours notice. If not, you will be charged for the visit. We will confirm your appointment time with you in advance.

Please feel free to call us if you have any questions. We look forward to seeing you.

Sincerely,

The Staff of Lake Norman Neurology