

Welcome to CMS!

Cheyenne Medical Specialists, P.C. (CMS) is dedicated to providing a well-rounded program of Adult Care including primary care, gastroenterology, neurology, neuro-ophthalmology, endocrinology, and rheumatology. We also utilize Nurse Practitioners or Physician Assistants who help us offer same-day service to our acutely ill patients.

CMS is proud to be the healthcare leader in this region, offering "one-stop" healthcare for our patients. We offer many services in our clinic, avoiding the need to travel to other facilities. These services include:

- Full-service Laboratory
- X-ray Department
- Mammography (provided by Cheyenne Radiology Group)
- DEXA Scan
- EEG/NCV/EMG neurological procedures
- Ambulatory Surgery Center (provided by Wyoming Outpatient Services)
- Occupational Medicine (Call Extension 153 for more information)
- Nuclear Medicine (provided by Front Range Nuclear Services)
- Cosmetic Botox
- Aesthetician Consultant (provided by Always Beautiful Skin Care)
- Radiosurgery
- Podiatry Services (provided by Timothy Fisher, D.P.M.)

About Your Visits

First Appointment:

- Bring the following information to your first visit:
 - Completed New Patient Information Form. You can print this form and many others from our website www.cmsmed.com.
 - Any forms from your employer or other agency. Please have these filled out.
 - List of all current medications including non-prescription and herbal remedies. Be sure to include the strength of the medication, ie 100 mg, and the number of times you take it per day. You may bring your bottles in if that is easier for you.
 - Personal immunization record
 - Pertinent medical records or other information, such as x-rays, requested when you scheduled your appointment.
- Arrive 15-30 minutes prior to your appointment time.
- Note: No-Shows for New Patient appointments are charged a fee of \$50.00 which must be paid before another appointment will be scheduled.

All Appointments:

- Due to new federal regulations, we will ask you to wait to check in behind the yellow line to assure privacy for our patients, and please be prepared to present a photo ID to the receptionist.
- Bring your insurance card to all visits. Be sure to inform us of any change of insurance, address, employment or other pertinent information when you check in.

- Arrive 15 minutes BEFORE your scheduled appointment time. We understand how important your time is and strive to get all patients in to their appointments on time. We are very busy, and if you arrive late, your provider may not be able to see you.
- We ask that all cell phones be turned off or to quiet for the duration of your visit for the comfort of our sick patients and not to interfere with our equipment.
- There is no smoking in our facility and no animals are allowed other than guide dogs. NO weapons of any kind are allowed other than law enforcement officials.
- If you must cancel an appointment please give us 24 hours notice to avoid a No Show fee.

Financial Matters

CMS has a financial policy which will be provided to you on your first visit. All patients are expected to sign off on the policy and abide by it.

There are a few important things to keep in mind regarding your insurance:

- CMS participates in many insurance plans but not all. Please confirm coverage **with your insurance company** before your first appointment. CMS does participate in Medicare and Wyoming Medicaid.
- If CMS participates in your insurance plan, any co-pays will be collected at the time of CHECK-IN. Please come prepared to make that payment. If you do not pay your co-pay at check-in, your appointment will be rescheduled. Deductibles and past balances due will be collected at check out.
- CMS will bill any insurance you have to help you get reimbursement, but if we are not a "participating" provider you will

be expected to pay for the services you receive at the time of your visit. If you have financial hardship, please talk with our Business Office Staff for additional options. We do not extend credit if you do not contact our Business Office to make suitable arrangements.

- We accept Visa, Mastercard and Discover. We are able to offer plans for payments through your charge card. Talk to our Business Office for details.
- If you have an appointment for an employment physical, Workers Compensation, or an accident for which a third party will pay for your services, please tell the receptionist immediately upon checking in. Be sure to bring all paperwork necessary for that visit. If you do not provide adequate information or paperwork, you will be responsible for payment of the visit or the appointment may be rescheduled.

Forms and Record Releases:

Due to the amount of administrative time to complete the many forms involved with medicine today, we charge a small fee for some of these forms. Please take any form to be completed by CMS to the Records Window located between our Lobbies. They will inform you of any fees and take care of processing your form.

At your request, we are happy to provide other doctors or facilities copies of your records for continuity of care at no charge. For other copies, there is a fee. Please go to the Records Window between our Lobbies for more information or to complete a Records Request Form. You can also print this form off our website at www.cmsmed.com.

After Hours Emergencies:

CMS physicians provide 24 hour on-call service for after-hour health emergencies.

Call our CMS main line (307) 634-1311 and our answering service staff will assist you. Please be sure that your caller ID is not set up to "block private numbers" or we may not be able to reach you for a callback.

Note: If you are experiencing chest pain, shortness of breath or have any other condition that you feel is life threatening, go directly to the Emergency Room or call 911 immediately.

Hospitalizations:

CMS specialists follow their patients in the hospital. CMS primary care physicians (internists, family practitioners and mid-levels) utilize the Cheyenne Regional Medical Center (CRMC) Hospitalist program. Under this program, if you are hospitalized our primary care providers will coordinate your care with the CRMC hospitalist physicians who will be taking care of you during your hospital stay. Be assured that your CMS physician is informed and involved in your care with the hospitalist, and once you are out of the hospital, you will return to CMS for followup care.

Prescription Refills:

Our physicians do not fill prescriptions after normal work hours except for emergencies. Contact your pharmacy when you need a refill and they will contact us for authorization. This process takes time, and prescriptions will often take up to 48 hours to be refilled. Please plan ahead.

Privacy:

CMS has an extensive HIPAA Privacy Policy to protect and preserve your health information. This policy is available in our office or on our website at www.cmsmed.com. We take the security of your information very seriously; if you ever have concerns about the privacy of your information at CMS please contact our Privacy Officer immediately.

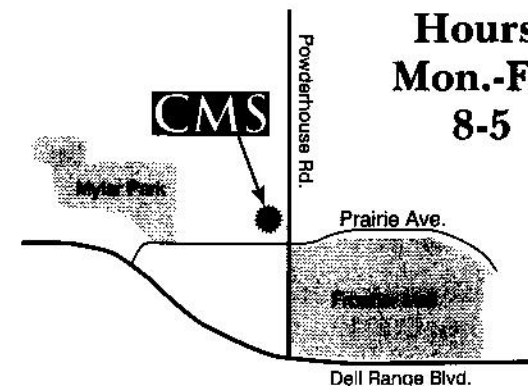
Patient Information Guide

CMS

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Where Patients Come First!



www.cmsmed.com