



## APPALACHIAN PHYSICAL MEDICINE

2204 Pavilion Drive, Suite 107  
Kingsport, Tennessee 37660  
P: 423-392-8100 F: 423-392-8105

You have an appointment to see Dr. William Platt on \_\_\_\_\_ at \_\_\_\_\_ .  
Dr. Platt and our staff are committed to providing you with the best medical care in an efficient manner.  
In order to do so, we need your assistance and understanding of our office procedures.

1. **You will need to bring your pertinent MRI or x-ray films to your appointment.** *If your MRI was done at Wellmont or Meadowview, we can view those online.* Otherwise, you will need to bring the CD or films. **You will also need to bring your insurance cards, a photo ID and any necessary referrals required by your insurance carrier.** Failure to bring the above may result in your appointment being rescheduled. The enclosed registration forms need to be completed and returned to our office – if time permits, please mail back. Otherwise, bring the completed forms to your appointment.
2. If this appointment is for interventional spine procedures (epidural steroid injections, etc.), Dr. Platt will review your films, examine you and discuss the proposed procedure, answering any questions you may have. **Your procedure will not be performed that day.** You will be given specific instructions regarding preparation for the procedure, and we will schedule you expeditiously at Holston Valley Outpatient, Bristol Regional Medical Center or Renaissance Surgery Center, whichever is most convenient for you (and dependent upon your insurance requirements).
3. Appalachian Physical Medicine participates with several major insurance carriers. There are many plans/types of coverage available and it is impossible for our staff to know the details of each individual's coverage. Your insurance is a contract between you, your employer and the insurance company and as such it is your responsibility to obtain necessary referrals and advise us of pre authorization requirements. **All copays are due at the time of service. We accept cash and checks only, no credit/debit cards.** Patients will be billed twice for any balance not covered by insurance. If the balance is not paid within the time allotted, your account will be placed with an outside collection agency.
4. If you have been involved in an accident (motor vehicle, etc.), please note that we will not file liability insurance. You will be expected to pay at the time services are rendered and settle with liability on your own. We do not hold accounts awaiting settlement; the charges are your responsibility on the day they are incurred. If you filed subrogation with your health insurance, we will bill your health plan for you with the understanding that you are responsible for all normal copayment and coinsurance amounts.

If you have questions or concerns prior to your appointment, please call us at 423-392-8100 and we will assist you in any way possible. We look forward to seeing you.

**DIRECTIONS TO OUR OFFICE ARE ON THE BACK OF THIS LETTER**

## DRIVING DIRECTIONS

**FROM JOHNSON CITY:** Take I-26 to the Wilcox Drive exit (Highway 93, Exit 4). Turn right onto Highway 93 North (John B. Dennis Bypass). Follow Highway 93 approximately 5.6 miles to the stoplight with Pavilion Drive. Turn left. Travel about one quarter mile, and the drive up to the building at 2204 Pavilion. Enter the building using the main entrance; we are in suite 107 on the first floor.

**FROM GREENEVILLE:** Take I-81 to the Kingsport exit onto I-26. Stay on I-26 to the Wilcox Drive exit. Follow the directions above (as from Johnson City).

**FROM GATE CITY:** Follow U.S. 23 South to the West Stone Drive exit (Highway 11-W, Exit 1). Turn left onto Stone Drive. Travel about 3.5 miles on Stone Drive to Brookside Drive and turn left. (There is a McDonald's restaurant on the corner of Stone Drive and Brookside Drive). Follow Brookside Drive for about 0.4 miles, then turn right onto Pavilion Drive. The turn up to 2204 Pavilion Drive will be the first left. Enter the building using the main entrance; we are in suite 107 on the first floor.

**FROM BRISTOL:** Take 11-W from Bristol to the Highway 93 North exit and turn right. Merge onto Highway 93 and change over to the left lane. In about 0.7 miles, turn left at the stoplight with Pavilion Drive. Travel about one quarter mile, and the drive up to the building at 2204 Pavilion. Enter the building using the main entrance; we are in suite 107 on the first floor.

**IF IN KINGSFORT:** Take Stone Drive to Brookside Drive and turn left. (There is a McDonald's restaurant on the corner of Stone Drive and Brookside Drive.) Follow Brookside Drive for about 0.4 miles, then turn right onto Pavilion Drive. The turn up to 2204 Pavilion Drive will be the first left. Enter the building using the main entrance; we are in suite 107 on the first floor.