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**WELCOME TO PINON SLEEP CENTER**

Dear New Patient:

Welcome to our Accredited Sleep Facility. It is our pleasure to serve you. Our goal is to provide you with exceptional customer service in a safe healthcare environment that emphasizes the importance of being proactive about your health. We strive to provide you with the highest quality care at the lowest price point possible.

Please take a moment to complete the attached patient information and at your convenience, review our complete office policies and learn about additional services we offer online at [www.pinonsleep.com](http://www.pinonsleep.com). If there is anything we can do to improve your experience at any point, please do not hesitate to let us know.

In our efforts to maintain cost-efficient care and stay on-time during clinic, we need your help. The following policies help us ensure an on-time visit, and avoid any financial surprises:

1. **CANCELLATION POLICY:** All patients are required to provide 48-hour cancellation notice. Fee for this will be $100.00, which will be patient responsibility. This policy allows us to fill any vacant appointments with a patient that needs to be seen urgently. Multiple cancellations without notice may be cause for termination from the practice.
2. **ZERO TOLERANCE NO SHOW POLICY:** Piñon Sleep does not permit missed appointments without notification to the practice. No show appointments cause a burden on the practice and limit our provider’s ability to see urgent patients. After three no-show appointments within a 12-month period, patient accounts will be reviewed and may results in dismissal from the practice.
3. **CO-PAYS/DEDUCTIBLES:** For the benefit of our patients we accept all insurances. We recommend that you check with your insurance company to verify that our providers are on the contracted provider list. As part of our contact with insurance companies we are legally required to collect co-pays and deductibles from you at the time of service. We ask that you be prepared to pay your co-pay and deductible at the time of the visit. We will accept cash, check, money order or credit card.

Sincerely,

Your Piñon Sleep Center Care Team

Dr. Ramesh Metta, MD, Medical Director