



Center for  
Adult & Pediatric  
Wellness

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Dear Patient,

This is a welcome letter to our practice. We would like to advise of some of our policies. In order to best serve you, please bring your insurance card with you to every visit. If you receive any new insurance card, or change jobs and receive new insurance policy, please update with the office.

If you have to forward insurance information or labs/testing results, email to [drjfrontdesk@yahoo.com](mailto:drjfrontdesk@yahoo.com) or to the [onpatient.com](http://onpatient.com) portal. If you have a refill request or clinical question, contact your provider through [www.onpatient.com](http://www.onpatient.com) (the patient portal).

You will receive an invite to connect to your patient portal, which is through [www.onpatient.com](http://www.onpatient.com) If you have an iphone, you can also download the app: onpatient

If you request a refill through your pharmacy or through email to us, you do not also have to call the office to request.

For REFERRAL or APPOINTMENT questions/changes, you have to call the office.

If you were expecting a refill/medication/document/response, and do not hear anything within 48 hours, please call the office.

Office visit copayments are expected at time of visit. We accept cash, credit cards (except Discover or American Express), and no checks.

Of course, emergencies or urgent issues come up, but please call the office if you have to cancel an appointment. We try to be as flexible as possible, but if someone accumulates 3 'no shows,' we reserve the right to discharge the patient from our clinic, as there is a waiting period for many people who are trying to start care with us.

Thank you for seeking care with us :)

Sincerely,

Yazen Joudeh, MD & Staff