



DR. ROBERT L. WHITSON

Board Certified Family Practice
Osteopathic Physician

Dear New Patient:

Welcome to our practice! Thank you for allowing us to serve your health care needs. The following information is provided to introduce you to our practice and our practice policies.

We are enclosing our new patient information forms for you with this letter. Please complete the forms and bring them with you to your first appointment to help speed up the check in process. You will need to arrive 15 minutes prior to your scheduled appointment time, so that we may get all your paperwork together and set up your chart to be ready for your appointment time.

LOCATION AND HOURS: We are located at 846 Stevens Drive, Richland WA 99352. We have office hours Monday through Friday. Our office hours are 8:00 a.m. to 5:00 p.m., with extended evening hours on Monday and Wednesday until 7:00 p.m. We request that you give us at least 24-hour notice if you are unable to keep a scheduled appointment. This will give us adequate time to schedule someone else who may have an urgent need for care. Patients that arrive more than 15 minutes late for an appointment will be asked to reschedule. According to our office policy, if you fail to keep or cancel your first new patient appointment, you will not be rescheduled. Additionally, if you fail to notify us in advance and do not show for 3 scheduled appointments, you will be dismissed from the practice.

FINANCIAL: If you have medical insurance, please bring all of your current insurance identification cards with you to the appointment. Please check to make sure that the cards are not expired.

It is necessary for you to bring any co-payments/deductibles you will owe, according to your insurance benefits, to your visit and it will be collected at the time of check-in. For self-pay patients, payment in full at the time of service is required. For your convenience we accept MasterCard, Visa, American Express, Discover and cash. Unfortunately, we are no longer able to accept personal checks.

MEDICATIONS: Please bring a list of all your medications, including strength and dose, with you to your scheduled appointment.

The physicians and staff respectfully request that you turn off your cell phone when in our office. Please feel free to contact us at 509-946-5233 with any questions. Thank you. We look forward to meeting you soon!

Doctor Robert Whitson and Staff