

We are pleased to welcome you as a patient of Middlesex Health Primary Care (MHPC). Each and every day, we work to provide patient-centered, compassionate care to patients throughout our communities. We're proud of the association we have with one of the top hospitals in Connecticut, and we are confident that we can provide you with the best care possible. Thank you for choosing MHPC. We look forward to managing your health.

Here's what you need to do to help us serve you better.

Complete the following printable forms below and bring them to your appointment.

- ☐ [Authorization to Release Health Information](#)
- ☐ [Notification of Disclosures to Persons Involved in Your Care](#)

Seven days prior to your visit, complete eCheck-in and Questionnaires at [MyChart.middlesex.org](https://mychart.middlesex.org) (or [Android](#), [iOS](#) app)
If you're a new MyChart user, please use the MyChart activation code you received via email at the time of scheduling.

- ☐ Remember to bring your insurance card(s), copay, and any current medications

If you are unable to access MyChart, please complete forms below and bring them to your upcoming appointment.

- ☐ [New Patient Demographics Form](#)
- ☐ [Health History Questionnaire](#)

Please arrive at your scheduled appointment on time. If you arrive beyond 10 minutes late to your appointment, it may be canceled or rescheduled.

Important Notices:

Late Cancellation / No Show policy

If you need to cancel or reschedule an appointment, please contact us at 860-358-4808 as soon as possible, and no later than 24 hours prior to your scheduled appointment.

- Any NEW patient who fails to show for their initial visit will not be rescheduled at that Middlesex Health Primary Care location.
- Any established patient who fails to show, or cancels/reschedules an appointment without providing 24 hours notice, will be considered a No Show and charged a \$40 fee. *(This fee is NOT covered by your insurance company, and is due at the time of your next office visit).*
- Any established patient who has 3 No Show or cancellations in a rolling 12 months will be dismissed from the practice.

Important Information About Preventative Visit(s)

In most cases, preventative visits are covered by your insurance. However, if you receive certain additional services during your visit (like examples below), you may incur out-of-pocket costs.

- Treatment and/or discussion of new concerns such as rash, cough, depression or any other concern you and your provider may discuss.
- Treatment and/or discussion of existing concerns such as asthma, anxiety, ADHD, depression, diabetes, high blood pressure or any other concern you or your provider might discuss.
- Procedures such as ear cleaning, skin tag or wart removal, and EKG's

Pain Management

Please note that chronic pain management is not a core service of primary care and will not be routinely done at MHPC. If you have any questions about this, please feel free to contact our office.

I understand and accept the above notifications.

Signature

Printed Name

Date