



Dear New Patient,

Welcome and thank you for choosing Pulmonary and Sleep Associates of Huntsville (PSA) for your medical care. We know that a healthy body is something many of us take for granted until an illness, injury, or the normal aging process threatens to take it all away. Your trust in our knowledge and expertise is very important to us, and we promise not to take that for granted. Our commitment is to provide you with an accurate assessment and evaluation coupled with immediate, early intervention and the best possible medical care in a compassionate and caring manner. At PSA, we offer a full range of pulmonary and sleep services that will help improve your quality of life.

Please take a few minutes to read the following information regarding the services offered at PSA and our general information and policies.

Again, thank you for your trust in PSA and we look forward to serving you.

Sincerely,

The Physicians and Staff of PSA

GENERAL POLICIES

Physician –Referrals

A physician referral is required for all appointments with the exception of sleep disorders.

Canceling an Appointment

Cancellations should be made at least 24 hours prior to your scheduled appointment time. If you know you will not be able to keep your appointment contact our office as soon as possible. If you cancel or fail to show for three consecutive appointments, we reserve the right to not reschedule your appointment.

Cell Phone Use

As a courtesy to others, we request that you turn off your cellular phone while in the clinical areas.

Telephone Calls and Medical Questions

Each physician has a dedicated clinical team to assist in providing your care. When you call with a routine medical question or request, the receptionist will connect you with the clinical team. Except for emergencies, our physicians or clinical teams do not accept calls while they are in the clinic with patients. If you call when your physician is in the clinic the receptionist will take a message for him. The team will respond to your call either between patients (time permitted) or at the end of clinic (around lunch time or at the end of the day). We make every effort that all calls received prior to 4:00 p.m. will be returned the same day.

Your Medical Records (Privacy and Safeguards)

We want you to know that we are committed to doing our best to safeguard the accuracy and security of your health information. Because of many new rules in place, there may be times we ask you to fill out acknowledgements that you haven't had to fill out in the past. We apologize in advance for any inconvenience this may cause you, and thank you for your patience and understanding as we work together to keep your information safe and secure.

Please refer to our Privacy Notice which will provide the details of when we can and cannot release your information according to HIPAA.

When requesting copies of your medical records, we ask that you please allow a minimum of two business days to prepare your request for pick-up.

Request for Completion of Forms

It is PSA's policy to timely fulfill patient's requests for completion of forms. There is a 5 business day turnaround on forms needing completion.