838 E Wooster St

Bowling Green, Ohio 43402

Phone: 419.372.2271

Fax: 419.354.3222

Falconhealth.org

Dear Patient,

We would like to take a moment to personally welcome you to our practice. We are pleased that you have chosen Falcon Health Center to be your provider. It is our responsibility to deliver the best health care possible. At the Falcon Health Center, we have a team of general medicine and specialty providers who collaborate under one roof to provide our patients with a comprehensive approach to medicine.

Our facility is open Monday through Friday from 8:00 AM to 8:00 PM with weekend hours of 9:00 AM to 5:00 PM. Our primary care and women’s health patients are seen by appointment only. We do offer an urgent care clinic during all hours of operation that can be used for acute needs. If it is after hours and you have a medical emergency, please report to the nearest Emergency Room or dial 911.

A member of our staff will contact you the day before your appointment as a reminder. We do understand that in today’s busy world occasionally situations come up that are beyond our control. In those instances, we do request you extend us the courtesy of a 24-hour cancellation notice. A notice will allow us to continue to operate efficiently and use the time that was reserved for you to assist our other patients. It is our policy that if an appointment is not canceled there may be a $50.00 no show fee. It is also our policy that after 3 no show appointments we reserve the right to discharge the patient from our practice.

We are contracted with most major insurance plans. Before your first visit, please notify your insurer. We are legally required to collect all co-pays at time of visit. In our office we collect co-pays at the time of check-out. There will be a $10.00 additional charge for any co-pay not paid at time of service. Payment plans, and discounts are available for our patients without insurance.

Please arrive to your appointment 15 minutes early with enclosed forms completed. Please also bring the following items to your first appointment:

1. All health insurance cards

(The front desk will review this with you at every visit to ensure we maintain correct information on file.)

1. Photo identification
2. All medications you are currently taking in the original containers, including vitamins and over the counter medications.

Thank you for choosing Falcon Health Center as your health provider.

Sincerely,

The Falcon Health Center Team