



This is an example of the information that you will receive before your appointment to see Dr. Lad

Dear Patient,

You have a new patient appointment to see Dr. Nandan Lad, M.D, Ph.D in Clinic 1B/1C, a hospital-based clinic managed by Duke University Hospital. Please complete the enclosed forms prior to arrival, as they are very important to assist with your diagnosis and treatment. We appreciate your prompt arrival, as the clinic is very busy and we make every effort to see patients in a timely manner. **In the event of late arrival, there is no guarantee that you will be seen, and your appointment may need to be rescheduled.**

Patients will be asked to alert the staff upon arrival to the clinic or lab if they will require assistance with standing and/or ambulating or need a wheelchair. There is also wheelchair assistance at the entrance of the Duke Clinic so please ask for help if you need assistance getting from the entrance to the clinic.

If you have medical records that you would like Dr. Lad to review prior to your visit, please fax them at least one week in advance of your visit to (919) 681-1236. If you have had imaging of your spine (X-Ray, MRI, etc.) done outside of Duke, you may either send a disc prior to your visit, or bring the disc or copies of films with you to your visit. *Please note that there will be no prescriptions provided for pain medications during your consultation.*

Duke University Hospital will process claims with your insurance carriers for services rendered. This will result in the possibility that you may receive two bills: one from the hospital-based clinic and one from your physician or provider. The bill from the hospital-based clinic will include a new charge to cover non-physician staff, supplies, drugs, drug administration and any testing you receive during your visit. The Private Diagnostic Clinic, PLLC will be billing for your medical provider services such as those of a medical doctor, nurse practitioner, or physician assistant. To facilitate this, please bring your insurance card (s) with you to the appointment. You will be required to pay amounts not covered by your insurance at the time of your visit, and any copayments required if you are covered by a managed care plan. The amount you are responsible for will be based on your insurance plan benefits. Please contact your insurance provider for more specific details, regarding your particular benefit plan.

Should you have questions regarding your bills or hospital-based clinics, you may contact Customer Service at 1-800-782-6945 or the Financial Care Counselor in the clinic.

To cancel or reschedule your appointment, please call 919-681-4986 or 919-613-0444.

Our physical address for GPS or online map search is 200 Trent Drive, Durham N.C. 27705. You can park in the patient parking deck across from the Clinic Building (\$2/hour with a maximum of \$8 for the day) or valet your car outside of the Duke Clinic Building for a flat \$9 fee.