



THE HAND CENTER
NORFOLK HAND SURGERY CENTER INC.

Dear Patient:

Drs. Christopher K. Hersh, Douglas Trzcinski and Juliann Sutterfield, PA-C, welcome you to The Hand Center. Our goal is to provide expert hand and upper extremity care to our patients. We are committed to improving the use of your hands, as we know you are committed to getting better. We are pleased to be part of your healthcare team.

Please print the additional patient registration forms and bring the completed paperwork with you to the office. Below are the policies of our practice. Please arrive 10 minutes prior to your appointment. The Hand Center utilizes electronic medical records and, for this reason, it is imperative that you bring all applicable items listed below. If you fail to bring any of the applicable items, we reserve the right to reschedule your appointment to our next available.

- Completed patient registration and medical history/medication forms
- Insurance card(s)
- Driver's License or Identification card
- Co-payment for a Specialist office visit (Visa, MasterCard, Check or Cash)
- Referral (if required by your insurance)
- Any x-rays or films and their results
- Any results from EMG/Nerve Conduction Studies
- Any MRI/CT films and their results

Every effort is made to schedule appointments so that patient wait time is minimized. Additionally, the availability of new patient appointments is limited. When a patient does not show up, another patient has missed an opportunity to be seen. Due to the increase in demand for appointments, it is important you either show up for your appointment, or call to cancel or reschedule 24 hours before your appointment time. **If you fail to show for your scheduled appointment, a fee of \$25 will be added to your account. This fee must be paid before we can schedule another appointment for you. As a courtesy, we make appointment reminder calls 2 business days prior to your appointment. We, respectfully, request that perfumes, colognes and lotions are not used prior to coming to this office.**

Our office hours are Monday through Friday, 7:00 a.m. to 3:30 p.m. and patient appointment times are Monday through Thursday, 7:30 a.m. to 2:30 p.m. We look forward to serving you.