

Hello,

We are pleased that you chose Holland Hospital Neurology for your health care needs. Now that you have met with your Neurologist, we would like to ensure you have the best experience with our team.

Our **Patient Portal** is convenient and secure. You can access your health information, view test results, manage appointments, set reminders and message your health care team. Our staff can send the link to your email to get set up.

#### A few friendly reminders

- Please bring your current insurance card and ID with you each visit
- We ask that you arrive 10 minutes prior to your appointment. We have a 7-minute grace period. If you are more than 7 minutes late, you will be given the option to reschedule your appointment.
- We value you and your time, and we will make every effort to stay on time. Unfortunately, medical emergencies do arise which can occasionally make our schedules unpredictable. If your appointment is delayed or rescheduled, we apologize. We will make every effort to see you in a timely manner.
- You will receive a phone, email and text reminder. Please be sure you note the date/time and location of your appointment.
- You can send us FMLA or disability paperwork to our email at: [neurology@hollandhospital.org](mailto:neurology@hollandhospital.org)

#### No-Show / Late Cancellation Policy

- If for any reason you are unable to attend this appointment, please contact us at least 48 hours in advance. We understand that emergencies happen, and we want to ensure your appointment is rescheduled.
- Please be aware of our no-show / late cancellation policy. If you do not show or cancel within 24 hours of your appointment and have not contacted our office, we will send you a reminder letter to call our office to reschedule. We will do this two times. Patients who no-show or cancel within 24 hours of their appointment a third time are discharged from the practice and are unable to reschedule an appointment with our providers.
- If you choose not to return to our office, please notify us so we do not continue to contact you regarding your appointment.

We are grateful to have you as our patient and look forward to providing you excellent care.

Warm regards,  
Holland Hospital Neurologists and Staff