



IMPORTANT INFORMATION REGARDING YOUR FIRST APPOINTMENT

Thank you for contacting The Chiari Institute. A visit to The Chiari Institute involves several steps prior to receiving an actual appointment date and time:

1. Complete the "Symptom and Medical History" questionnaire and Tethered Cord Syndrome screening tool included in this package. These forms are also available online at www.chiariinstitute.com under "Request an Appointment". The questionnaire reviews your medical history, surgical history, social history, allergies, and list of symptoms. We ask that you complete the information in as much detail as possible.
2. Make a legible photocopy of the front and back of your insurance cards. If you have a primary and a secondary insurance, please indicate which insurance is primary.
3. Please forward the above forms in a single package to the Chiari Institute at the address above clearly marked: "New Patient Info Enclosed". It would be best to send the package via a carrier with the ability to track and confirm the delivery (FedEx, DHL, or UPS). You can also fax the forms to (516) 570-4444 or e-mail to TCI@NSHS.EDU.
4. Once the package is received at the Chiari Institute with the above-included items, it will undergo an evaluation process; your assigned nurse will review all of the clinical information you have provided and discuss it with one of our physicians as necessary. Our clinicians will then create a personalized diagnostic workup.
5. **Approximately 3-4 weeks after receipt of your new patient information, you will receive a call from the medical secretary assigned to you for the purpose of scheduling your initial appointment date and time.** The secretary will also discuss the testing you will require prior to your visit, along with options as to what testing you can do closer to your own home, and the testing which would need to be done in the vicinity of the Chiari Institute. We encourage testing at recommended facilities for clarity and accuracy.
6. After the entire diagnostic workup is booked, you will receive a confirmation letter summarizing your initial appointment and all necessary prescriptions for the testing that will be done. Your assigned secretary will schedule the appointments you will have in the local vicinity of the Chiari Institute and the specific appointment information related to those appointments is included.
7. If you have recent films (no older than one year) that you believe may be helpful in determining an accurate diagnosis OR if you have had Chiari or other related surgery and have copies of your pre-operative films and intra-operative surgical records, please bring these to your initial visit and remember to take them home when you leave.
8. **DO NOT SEND IMAGING PRIOR TO YOUR FIRST VISIT.**

The neurosurgeons at The Chiari Institute do not participate in any insurance plans, other than Medicare. As such, in order for your insurance carrier to cover the costs of your treatment, you must either:

- Have out-of-network benefits, which allow you to see the physician of your choice. This usually involves an out-of-pocket cost. The Chiari Institute will work with you to optimize reimbursement from your insurance carrier.
- If your insurance company requires authorization to be seen at The Chiari Institute, you are responsible to initiate this process. If denied, there is typically a formal appeal process.

You must obtain any necessary insurance referrals for your visit and/or treatment as required by your insurance plan. We will request pre-authorization for any diagnostic testing performed at our facility and/or surgery (if required). If your insurance carrier refuses coverage for any visit and/or treatment, you are responsible for initiating your insurance appeal. You may keep your consultation appointment, but will be responsible for cost of visit and any testing performed here. Please contact our office with any questions or concerns. Thank you very much for your interest in The Chiari Institute. We look forward to having you at our facility.

Sincerely,

The Chiari Institute Staff

Visit us at <https://www.chiariinstitute.com>