



Where Your Healing Begins

Dear Patient,

We would like to take this opportunity to welcome you to our practice and to thank you for choosing our physicians to participate in your healthcare. We look forward to providing you with personalized, comprehensive health care focusing on wellness and prevention. As continuity and coordination of patient care is essential in meeting your healthcare needs, our physicians, nurse practitioners/physician assistants, medical assistants and office staff work closely in a "team approach" to support your patient care. We specialize in medical care in the family practice, pediatric and OB/GYN areas of medicine.

Our office is open Monday through Friday from 8:00 am to 5:00 pm. Every effort is made to see our patients for medical problems during daytime hours. Please note that our schedulers are available every day and will do their best to accommodate you. Booking an appointment is essential to ensuring all patients receive the time they require for quality medical care. After-hours will be provided by the on-call provider, who can be reached by calling our office direct.

We would like to review a few of the office policies with you. We believe this will improve your understanding of how our office works and will enable you to receive the maximum benefit from the medical treatment you will receive. Our office policies are as follows:

- Your appointment begins at the time noted on the appointment card. Our goal is to keep your waiting time, if at all, to less than 15 minutes.
- Should you arrive past your appointment time, we will do everything we can to ensure you receive the maximum benefit from your appointment. Please understand our commitment to outstanding service extends to all of our patients.
- It is important to the treatment plan that you keep all of your prescribed appointments. Should you need to cancel, kindly give 24 hours advance notice.
- We will call to verify your insurance benefits as a courtesy to you. You should, however, be aware of any limitations or stipulations your insurance may have regarding your medical care. We are not responsible for inaccurate or mistaken information from the insurance company regarding your benefits.
- Before you visit, please notify your health insurance company of your new primary care provider if required. We also request that you contact your previous physician and specialists to request that a copy of your medical records be sent to us.

Thank you for choosing Calvary Medical Clinic. Should you have any questions or comments, please do not hesitate to contact our office.

Yours Truly,

Nimi Keating, MD
Medical Director

	Phone Number	Address	Business Hours
Livingston	936-327-1055	309 Hwy 59 S Loop	Monday - Friday: 8.00 AM - 5.00 PM
Cleveland	281-592-9775	108 S William Barnett Ave	Saturday - Sunday: Closed