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## TeamWork Health – Pulmonary & Sleep

Dear New Patient of TeamWork Health,

We are pleased to welcome you as a new patient of TeamWork Health. To ensure the best possible experience during your upcoming visit, please take note of the following:

1. Plan on arriving at least 15 minutes prior to the scheduled time of your appointment to avoid delays.
2. Bring your medical insurance card(s) and medications with you on the day of your appointment.
3. Complete your new patient paperwork before coming to your appointment. If you need a paper copy mailed to you, please call (919) 238-1110 to make this request. Please allow at least 2 business days for your request to be processed, and an additional 5-7 business days to receive a paper copy in the mail.
4. If previous medical records are needed, our office may contact you to make arrangements to obtain records.
5. Once you've established care, for urgent needs after hours, please call the office and follow the instructions to reach the provider on call.
6. If you are a new patient being seen for **Sleep Medicine** and have seen a previous doctor for sleep issues, please bring all sleep records and studies you have had in the past to your appointment. You can also have these records faxed prior to your appointment by sending them to (833) 428-3628.

**TeamWork Health Pulmonology & Sleep Medicine kindly ask you and anyone coming with you to your appointment to refrain from wearing scented lotions, perfumes, and/or cologne as many of our patients are sensitive to these products. If you or any people with you do not adhere to this policy, you may be asked to reschedule.**

We look forward to seeing you soon. In the event you need to cancel your appointment, we ask that you give us at least 24 hours' notice.

Sincerely,  
TeamWork Health  
(919) 238-1110

*We encourage those who have questions regarding this policy document to contact us at 919-238-1110.  
For questions regarding your bill, please e-mail [billing@twhasg.com](mailto:billing@twhasg.com).*