

APPOINTMENT INSTRUCTIONS

Please bring the completed forms with you on the day of your appointment and check in at Suite B1 of the East Tower on the Mercy Medical Center main campus.

The main entrance to Mercy's East Tower is located on 3rd Street
(between University Avenue and Laurel Street),
1 block straight west of the main Des Moines Post Office (*please see map*).

**Check-in time with the nurse is 30 minutes prior
to your scheduled appointment time.**

We will also ask to copy your insurance card(s) and a photo ID.

*If you were asked to bring a disc copy of your imaging studies
(i.e., MRI, CT, X-ray, etc.), please bring that with you to this first appointment.*

If you have paperwork (i.e., Worker's Comp, Disability, etc.) that needs to be completed by the physician, please be advised that there is an additional charge for this service. Pre-payment is required prior to completion of the paperwork and is at the discretion of the physician. If the paperwork is needed immediately, please have your referring physician assist you.

If you are requesting copies of your medical record, there is an additional charge for this service. Pre-payment is required prior to copying of the medical record and is at the discretion of the Provider.

Paperwork and medical records requests will be completed only after a plan of care has been established; not at the time of service. Please allow at least 48 hours for requests to be fulfilled.

You will receive a reminder call a couple of days prior to your appointment date.

*Parking is limited so please take advantage of the free valet parking
service available at the circle drive entrance on 3rd Street.*

*Please allow 2 hours for your first appointment.
If you are unable to keep this appointment, please call (515) 358-0150
at least 24 hours in advance to cancel or reschedule. Thank you*