



**Abiy Meshesha M.D., Inc**  
**220 South Akers Street Suite C**  
**Visalia, CA 93291**  
**Office 559 636-8600 Fax 559-636-9700**

Dear Patient,

We would like to welcome you to the Office of Abiy Meshesha M.D., Inc. a General Surgery, Laparoscopic Surgery and Surgical Oncology. Dr. Meshesha received his specialty training at the Division of Baylor College of Medicine – General Surgery – Houston Texas, Jimma Institute of Health Sciences – Doctor of Medicine, ADDIS ABABA University of Certificate of Specialty in Surgery. Our goal is to provide you with prompt service as well as excellent medical care. The following is an explanation of some of our office policies. If you have any questions, please feel free to speak with Elena Sellers – Office Manager.

This office is a contracted preferred provider with most health insurance companies. To assist us in determining your health coverage please provide your health insurance card at the time of your visit. Also, if you obtain a new health insurance, please notify our office staff immediately and provide us with a new card. Our office does not guarantee, by any means, spoken, written, or implied, those services will be covered by your health plan. Accurate benefits can only be confirmed once a claim has been filed and processed by your health insurance.

Our office will verify your basic health insurance plan benefits and ESTIMATE your patient financial responsibility at the time of each office visit. The patient is financially responsible for any plan co-pays, co-insurance, deductibles, and / or non-covered services. Remember that all payments received are only an estimate of your patient responsibility and final determination can only be determined by your health plan insurance once the claim has been processed. If this results in a credit on your account we will either refund you the credited amount or you can elect to deduct the amount from future office visits. If you feel that there is an error on your account please contact our office immediately.

For prescription refills contact our office at least a week prior to expiration of your medication. Dr. Abiy Meshesha, M.D. will review the request and we will contact the pharmacy regarding the decision.

When calling our office for an appointment please keep in mind that our office does not usually have appointment available on the day of your call. We can usually schedule a patient to be seen within 1-2 days. If you are feeling ill and think that you may need to be seen contact our office immediately. Emergencies will be handled as determined by Dr. Meshesha.

If an appointment must be canceled, it is the patient's responsibility to contact our office within 24 hours prior to appointment; all failed appointments will result in a "FAILED" of \$40.00 applied to the account. This will be due immediately and must be collected prior to any future appointments.



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Thank you for choosing our office for your medical needs. We look forward to caring for you as we partner together for your health.

Best regards

Abiy Meshesha, M.D., Inc.