



## Mercy Clinic Weight & Wellness

### Ballwin

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### Thank you for choosing Mercy Clinic Weight and Wellness!

Please see the reminders below to ensure you have an excellent experience.

- All prospective patients must obtain a referral from their PCP or other medical provider to be eligible to start the program. If your provider is outside of the Mercy network, referral information should be faxed to 636-893-1358.
- We ask that you arrive 15 minutes prior to your new patient appointment to ensure adequate time to complete paperwork and registration, even if you have already pre-registered on MyMercy. Please arrive 15 minutes prior to established appointments and make sure to have your insurance card(s) with you at every appointment.
- Out of respect for our other patients and the Weight and Wellness providers, we ask for at least 24-hour notice when cancelling or rescheduling an appointment.
- Patients arriving more than 10 minutes past their scheduled appointment time will be asked to reschedule.
- **PLEASE NOTE – All MyMercy questionnaires must be completed prior to your new patient appointment, or you will be asked to reschedule.**

If you have any questions, please feel free to call our office at 636-893-1356. Office hours are Mon, Wed, Thurs, and Fri: 8am-4:30pm and Tues 9:30am-6pm.

**We look forward to working with you and supporting your weight loss goals!!**