

## BLOOD AND CANCER CENTER OF EAST TEXAS, P.A.

Gary E. Gross  
Board Certified Internal Medicine  
and Medical Oncology

Mark Dillingham, PA-C

Charles D. Haas, MD  
Board Certified Internal Medicine  
and Medical Oncology

Dear Patient,

We would like to welcome you to our practice. We also wish to let you know that we are committed to providing you with the best up-to-date care available. We have set aside one hour for your first initial visit with Dr. \_\_\_\_\_ . **Your appointment is on \_\_\_\_\_ at \_\_\_\_\_** . If for any reason you find that you cannot make your appointment please call our office to reschedule. Please make plans to arrive at least 20 minutes before your appointment to complete paperwork.

We currently participate with Medicare, Medicaid, Blue Cross Blue Shield of Texas, Aetna, Cigna, United Healthcare, as well as most other major commercial insurance companies. Please check with your insurance company before we visit if you have any questions about using a network physician, referrals, or what your policy may cover. **Patients are responsible for obtaining any required referrals from their primary care physician prior to their appointment.** Patients are responsible for deductibles and will be asked to pay the co-pay at the time of each visit. If a financial hardship is anticipated please feel free to call out insurance department at (903) 597-2273 and ask to speak with a patient account representative.

Our office utilizes a Nurse Practitioner for levels of service that have been approved by the Texas State Board of Medical Examiners. Please feel free to visit with our physician or the Nurse Practitioner if you have any questions.

Please fill out the enclosed paperwork and bring it with you to your first appointment. ***You will also need to bring all of the medicines, vitamins, herbal therapies, and over the counter medicine, that you take, in the original bottles with you to your first appointment.*** Patient satisfaction and your care are very important to us; we welcome any questions that you may have. Our office hours are Monday thru Friday, 8:30 am to 5:00 pm. We have an answering service that handles any calls while the office is closed.

825 Medical Drive  
Tyler, Texas 75701

Sincerely,

Phone: 903-597-CARE  
Fax: 903-597-2466  
Email: info@BCCET.com

Gary Gross, MD, FACP  
Charles D. Haas, MD