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Dear Patient:

We would like to take this opportunity to welcome you to our practice and to thank you for choosing us to assist you with your rheumatologic needs. Our practice is staffed by five board certified Rheumatologists, one Physician Assistants, and one Certified Registered Nurse Practitioner. Our primary goal is to improve your health and to help you achieve your highest possible quality of life.

For your convenience, our office is open Monday thru Friday from 8:00am until 5:00pm and a physician is on call after hours for emergency needs. If at any time you have questions regarding your care, please feel free to call during regular business hours. Our nurses work very closely with the doctors in providing you with quality care and will likely be the ones who return your calls. As always, if you are experiencing a true medical emergency, either dial 911 or go to the Emergency Room.

Because continuity of care is important, we provide in-house many of the services and tests that our patients need to monitor and improve their health from a rheumatologic perspective. Because many of our patients have busy schedules and/or mobility issues, they find this accessibility very convenient. As an additional benefit, the seamless communication throughout our practice ensures that both you and the doctors receive test results faster, giving us the opportunity to react to your health needs in a more timely fashion. As it is a win-win situation, we encourage you to take advantage of the resources we provide:

- **X-rays** taken on digital equipment are beneficial to diagnose problems and to monitor progress. If needed, copies of your imaging can be provided to you on CD to share with other physicians.
- Many immunological conditions are both diagnosed and monitored by blood results. Since we perform some of the tests in-house, we maintain a **blood draw room and laboratory**. We recognize that other doctors may ask you to get lab tests done, so we invite you to bring those orders along with you to help minimize the number of times your blood is drawn.
- **Physical Therapy** is extremely beneficial for many of our patients' ailments. We staff **Ridgeview PT** with Doctors of Physical Therapy who have specialized training in muscle and joint disorders. Many of our patients have benefitted from significant improvements in physical function, pain levels, strength, and mobility. Getting these treatments on-site allows the doctors to continually monitor your improvement and to modify treatment plans when necessary.
- **Infusions** are medications administered intravenously. There is a wide array of options available to treat rheumatoid arthritis, osteoporosis, lupus, and other immunologic disorders. We also administer Myers' Cocktail Vitamin Infusions to help with fatigue and muscle pain. We currently accept referrals from physicians prescribing infusions for multiple sclerosis and other infusion referrals are welcome.

- Our doctors are very active in research as well. The Clinical Research Center of Reading (CRCR) offers opportunities for new, state-of-the-art medications for many of the inflammatory and degenerative arthritis conditions that we treat.
- Physician Assistants and Nurse Practitioners are a vital part of our practice and offer quality medical care, often with a shorter wait time. The doctors work very closely with the physician extenders, so it is very possible that you would see both providers during the same appointment. Our physician assistant has extensive orthopaedic experience, which complements rheumatology well. Our nurse practitioner has worked in rheumatology previously in the Lehigh Valley. We have found all of them to be very compassionate and knowledgeable, and the patient response to them has been extremely positive.

Since many appointments are made months in advance, an automated system will call to confirm each appointment. In some instances, you may be scheduled for more than one appointment on the same day. For example, you may be scheduled for a bone density test prior to the doctor visit, or for a doctor visit in conjunction with an infusion appointment. You will then receive two reminder calls, one for each aspect of your visit to our office. It is important to keep track of your upcoming visits, because we do charge fees in the event that you skip an appointment and/or cancel without giving at least 48-hours notice prior to the appointment time.

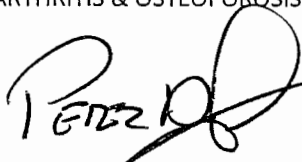
Our office does close occasionally for inclement weather and other unforeseen circumstances. In the event that your appointment must be cancelled, you will receive a telephone call from our scheduling system.

As there has been some confusion in the past with the automated calls, we urge you to listen carefully to each message to determine whether your appointment is being confirmed or cancelled. In the case of appointment cancellation, the automated system will guide you to reschedule your appointment, thereby minimizing interruption to your health care. If at any time you have any questions or concerns about your appointment, please feel free to call during regular business hours. If you prefer to be reminded of future appointments via text messaging, please be sure to let a front desk associate know.

Please know that your health is as important to us as it is to you. We strive to provide every patient with excellent care and a pleasant office experience. We are honored that you chose to include us as a member of your healthcare team and look forward to assisting you in any way we can.

Sincerely yours,

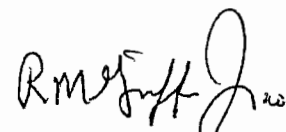
ARTHRITIS & OSTEOPOROSIS CENTER, INC.



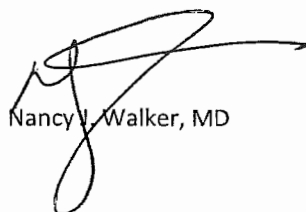
Peter D. Nicholas, Jr. MD



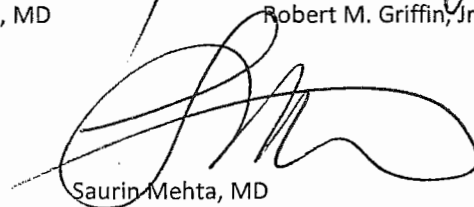
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