

RIVERSIDE SURGICAL ASSOCIATES, INC.

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Introduction

The physicians of Riverside Surgical Associates, Inc. are all **Board-Certified General Surgeons**. Our mission is to provide our patients with the highest level of care utilizing the latest state-of-the art surgical techniques, including advanced laparoscopic surgery.

The scope of our practice includes, but is not limited to:

- Laparoscopic Surgery (colon, small intestines, gallbladder, stomach, hernias, appendix, etc.)
- Abdominal Surgery (colon, small intestines, gallbladder, stomach, hernias, appendix, etc.)
- Rectal Surgery (hemorrhoids, fistulas, pilonidal cysts, cancer, etc.)
- Breast Surgery
- Cancer Surgery
- Thyroid Surgery
- Trauma Surgery
- Minor Office Surgery (cysts, moles, skin lesions, abscesses, etc.)

Appointments

We see patients on an appointment basis five days a week from 9:00 a.m. to 5:00 p.m. For an appointment, call (614) 261-1900 Option #2.

Our receptionists schedule appointments, answer questions and will refer you to the appropriate person when necessary. Patients may be referred by other physicians, other patients, local emergency services, or you may call directly.

Each doctor has his own nurse who is well acquainted with the doctors' patients. If you have questions or problems, she will be happy to assist you. Should you need to cancel an appointment, please let us know 24-hours in advance. This courtesy on your part makes it possible to give the appointment to another patient.

Please fill out the enclosed forms and **bring them with you to your appointment**. If you have an **HMO insurance**, it is **your responsibility** to make sure your primary care physician has taken care of your insurance referral to our physician. Obtaining an insurance referral may mean that your primary care physician has to **call or write to your insurance company** to get your visit/procedure with our office authorized, **prior to your being seen**. If this has not been completed, your insurance will **not** pay for our services.

First Visit

Please bring with you:

- **Health Insurance Cards**
- **Insurance Referral Form (if required)**
- **X-Ray films and reports, and any records pertinent to your condition**
- **Completed demographic and medical history forms (Included in Patient Information Packet)**
- **List of all current medications**

Please plan approximately one hour for your initial appointment.

After Office Hours/Emergencies

You are assured 24-hour coverage by one of our physicians. If you need to reach us after regular office hours, please call (614) 261-1900.

Scheduling Surgery

Our Nurse Coordinators will be available during the day to answer any questions about scheduling of surgery and pre-admission testing. Details regarding overnight accommodations for patients and their families can be obtained from our Nurse Coordinators at the time of your appointment.

Hospital Care

We try to arrange your stay in the hospital to be as short as possible. Laboratory tests and physical examinations can be completed by your family physician prior to admission to the hospital. Our patients are frequently admitted to the hospital and operated on in the same day. If your surgery is not urgent, we can reserve a hospital date up to six months in advance. Each doctor visits his own patients daily. This assures you continuity of care.

Insurance and Billing

Please remember that health insurance is a contract between you and your insurance company. Insurance companies differ in coverage, co-pays, deductibles, and their payment schedules. *Co-pays are due and payable at the time of your visit.* Contact your insurance carrier to see if they require a referral/authorization to see a specialist. If a referral/authorization is required, it is your responsibility to obtain this. Obtaining an insurance referral means that your primary care physician has to contact your insurance company to get your visit/procedure authorized **prior** to your being seen. You are personally responsible for full payment of your fees regardless of insurance coverage and regardless of their delays in payment of your claims. We are happy to help you with problems, but we cannot assume responsibility for negotiating settlements on disputed claims. *Depending on your insurance policy, you may be asked to make a payment prior to your scheduled surgery to cover your deductible and/or co-insurance.* We are members of various health plans. Please confirm your insurance coverage and verify that the physician you are seeing is a participating provider for your plan prior to your office visit.

Thank You

The physicians and staff of Riverside Surgical Associates, Inc. appreciate the confidence you have placed in us and hope you feel as comfortable as possible knowing you will receive the highest quality of care available. If you have any suggestions regarding our services, please feel free to discuss them with us.

Location

Our office is located in the North Medical Building at Riverside Methodist Hospital. We are located in the Green Area of the hospital complex, beside the Green Parking Garage. You must pay to park in the Green Parking Garage or the open parking lots. Wheel chair access is available throughout the building.

From the North:

Take I-71 south to I-270 west to Route 315 south,
or
Take Route 23 south to I-270 west to Route 315 south,
or
Take Route 33 south to I-270 east to Route 315 south.

Follow Route 315 to the North Broadway exit and go straight.

From the South:

Take I-71 north to Route 315 north,
or
Take Route 33 north to I-70 west to I-71 north to Route 315 north.
or
Take Route 23 north to I-270 west to I-71 north to Route 315 north,

Follow Route 315 to the North Broadway exit and go straight

From the East:

Take I-270 east to I-670 west to Route 315 north,
or
Take I-70 west to Route 315 north.

Follow Route 315 to the North Broadway exit and go straight.

From the West:

Take I-70 east to I-670 east to Route 315 north.

Follow Route 315 to the North Broadway exit and go straight.