

SURGEONS

Frederick H. Armbrust, M.D.
R. Joseph Crow, Jr., M.D.
John H. Schmidt, III, M.D.
Rida S. Mazagri, M.D.
Matthew P. Walker, M.D.



Brain & Spine Specialists

Neurological Associates, Inc.

Welcome to Our Practice



The physicians of Neurological Associates, Inc., as well as our entire staff, welcome you to our practice. As a group of physicians that specialize in Brain and Spine Surgery, our physicians diagnose and treat patients who have health difficulties involving disorders of the brain, spinal cord, and peripheral nerves.

At Neurological Associates, Inc., our goal is to provide comprehensive spinal and neurosurgical care to our patients. We are unique because collectively our physicians are trained in Neurosurgery and Orthopaedic Spine Surgery which allows us to partner together for all your spine and neurosurgical needs.

All of our physicians have years of experience and excellent credentials. The physicians are board certified by the American Board of Neurological Surgeons or by the American Board of Orthopaedic Surgery.

Healthcare can be somewhat confusing at times. We offer this brochure to give you introductory information you need to begin your association with our practice. It describes our basic administrative procedures and policies. If you have any questions please do not hesitate to ask us.



Office Hours & Appointments

Our office hours are from 9 A.M. to 4:30 P.M. on regular business days, Monday through Friday. During the lunch hour from noon to 1:00 P.M. our answering service responds to phone calls.

For many patients, your family doctor will either ask you to make an appointment with us or will call us directly to make an appointment for you. If for any reason you need to change or verify your appointment with us, please call (304) 344-3551 and ask for the Appointments Department. If the Appointments staff cannot answer your call right away, please leave a voice mail message for them. Leaving a message will help them and you to get the best results. Please let us know as soon as possible if you need to change your appointment.

We know that your time is important to you, so we strive to stay on schedule with your appointment. Sometimes, however, unavoidable delays occur. Your doctor may be in surgery that has taken longer than expected or perhaps an emergency has arisen. We will keep you informed if a delay arises. If you have an early morning appointment and are unsure if we have your correct number, feel free to call to verify your appointment prior to leaving home. We appreciate your understanding in situations like these.

Calls After Office Hours

If you want to contact a physician from our practice after hours, call the practice's main phone number (304) 344-3551 and leave a message with the answering service. The answering service will get in touch with the physician who is on call and relay your message. If you require immediate medical attention, call 911 or proceed to an emergency room at your local hospital. If you are an established patient with us, the emergency room staff will contact our physician on call.

Our Staff

Our staff is here to assist you in any way that we can. Please do not hesitate to ask the physicians or staff about items that are unclear to you. When you call our office, the practice's operator will route your phone call to any of the several departments in the practice.

One of the first people that you will meet at the practice is the **Receptionist**, who will help you fill out your registration forms.

The **Appointments Department** helps you change or verify your appointments, and the **Scheduling Department** works with you to schedule surgeries or tests.

Medical Assistants help you prepare for the physical exams and help the doctors respond to questions that you may ask by telephone.

Our **Physician Assistants** and **Nurse Practitioner** may obtain your medical history, conduct neurological and spine exams, order testing and assist the physicians in surgery.

The **Billing Department** keeps track of charges and payments on your account. This department also communicates with insurance carriers and submits claims for payment on your behalf.

Please contact the **Medical Records Department** if you need copies of your medical records or if you need to check the status of any of your disability or insurance forms that are being processed.

The practice's **Administrator** oversees the general operations of the practice.



When You Arrive

When you arrive, please come to the window at the front desk and sign in with the receptionist.

It is essential that you bring films (or CD) and reports that have been made concerning your condition. If your tests were performed at a Charleston Area Medical Center Facility, it is not necessary to bring films or a CD. These images help the doctors make a diagnosis of your condition. **Without these films and reports, we will likely ask that you reschedule your appointment until you are able to bring them.** We will often receive the radiology report from family or referring physicians, however, we also require films (or CD). Please call our office if you do not understand what is needed.

If you have insurance, it is very important that you bring your insurance card. If you are in a managed care plan, please bring the referral form or referral number provided to you by your family doctor. You should also comply with any other guidelines that your insurance plan may ask you to follow.

Scheduling, Tests & Surgery

Many tests and surgeries that your doctor may order require insurance preauthorization. Some insurance carriers also require a second surgical opinion. Because of this, our Scheduling Department may set up a tentative time for your test or surgery. Before the scheduled date arrives, you will need to contact your insurance carrier to confirm that authorization has been made. Also please confirm your appointment with the testing facility.

Please call your doctor's assistant if you need to find out if we have received your test results. We will usually not be able to discuss the results, but will tell you if the results have been received. Typically, the doctor will review the test results with you.

It is your responsibility to be aware of and to follow the guidelines established by your insurance carrier. We are not responsible for nonpayment by your insurance carrier.

Refilling Prescriptions

If you need a prescription refilled, ask your doctor to review your prescription during your scheduled return visit to the office. If you need medicine refills at other times, it is helpful that you call the office at least three days before you run out of medicine. This will give your doctor the time needed to come to the office and review your records. The reason you need to call ahead is that on many days your doctor is at the hospital and does not come in to the office. It is also helpful if you call the office between Monday and Thursday rather than on Friday. The weekend on-call doctor will not refill routine prescription requests.

If you have unexpected reactions to your medicine or if the medicine does not help you, call our office immediately.

Office Visits, Billing & Insurance

Please review your insurance card or contact your insurance carrier to determine the amount of your co-payment or deductible for visits to a medical specialist. Your co-payment is due at the time of your visit. If you are covered by an indemnity plan under either Medicare, Medicaid, or PEIA, we will bill these insurers for your office visit. If you have a work-related injury, we will bill the appropriate Worker's Compensation insurance carrier for your visit.

We participate with various insurance plans. Patients covered by nonparticipating insurers are asked to pay for office visits at the time services are rendered. To find out if a commercial insurance plan is one that we participate in, please call our Billing Department.

If you are involved in a legal dispute, payment is due when services are rendered regardless of any pending legal decision.

Check-off List

The following are items you need to bring to the office when you come in for your appointment;

1. Films and reports about your condition, i.e., MRI CT, X-rays, radiology reports. (films may also be on a CD)
2. Insurance Card
3. For managed care patients, bring your referral form or authorization number obtained from your family doctor
4. Payment for the office visit, co-payment, or deductible
5. For Workers' Compensation patients, please have your claim number, date of injury, as well as the name of your claim manager and authorization number

Your Appointment

Date: _____

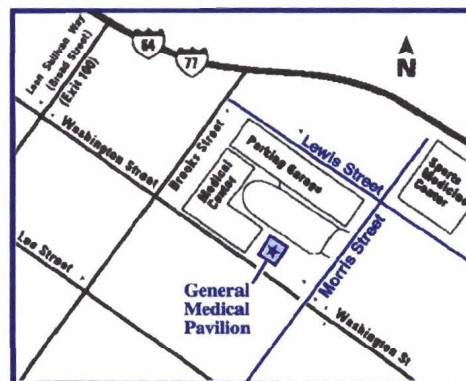
Time: _____

Dr.: _____

Patient: _____

Parking

We are located in the General Medical Pavilion next to Charleston Area Medical center, General Division. Parking is available in the parking garage on Morris and Lewis Streets. Valet parking is available at the entrance to the General Medical Pavilion. Parking is also available in a lot on Washington Street next to the Arthur B. Hodges Nursing Home, which is across the street from our office.



Directions to Charleston Office

From South Eastern West Virginia (Beckley, Bluefield, Princeton):

1. Take I-77 North to Charleston
2. Take Exit 100-Leon Sullivan Way Exit

From South (Logan):

1. Take Route 119 North (Corridor G) to Charleston and bear right onto I-64 Charleston/Huntington ramp
2. Stay in the right lane towards Charleston
3. Follow I-64 East through Charleston
4. Merge with I-77 South/I-64 and take Exit 100-Leon Sullivan Way Exit

From the West:

1. Follow I-64 East through Charleston
2. Merge with I-77 South/I-64 and take Exit 100-Leon Sullivan Way Exit

From the North:

1. From I-79S take I-77S and I-64E into Charleston following the signs toward Beckley
2. Take the Leon Sullivan Way exit- Exit 100- toward Capitol Street
3. Take the Leon Sullivan Way ramp

Directions from the Leon Sullivan Way Exit

1. Stay in left lane through the first stop light
2. Turn left at the second stop light onto Lee Street
3. Turn left at the next stop light onto Brooks Street
4. Go through the stop light (past the Emergency Room) turn right onto Lewis Street (at the base of the interstate ramp)
5. CAMC General Hospital parking garage is on the right