ANNAPOLIS NEUROLOGY ASSOCIATES

[WWW.ANNAPOLISNEUROLOGY.COM](http://WWW.ANNAPOLISNEUROLOGY.COM)

Dear Patient,

Welcome to Annapolis Neurology! We would like to take this opportunity to introduce you to our practice. In this letter we hope to give you some helpful information regarding our practice and policies.

We are pleased to offer you two location, one in Annapolis and another in Stevensville. Our physicians and physician assistants see their patients at both locations. Our office hours are Monday through Thursday from 8 a.m. – 4:30 p.m. and Friday 7a.m. – 3 p.m. The office closes daily from 12 p.m. – 1 p.m. for lunch. There is a provider on-call for urgent matters until 10 p.m. daily. There is a minimum fee for using this service.

Please arrive to your appointment 15 minutes prior to your appointment time for registration. Please bring your photo ID, insurance card(s), referral, a list of your current medications as well as any pertinent medical records to every appointment. Please be prepared to pay co-payment and balances at time of visit. If you are scheduled for an office procedure, please check your insurance benefits to be sure no prior authorization is necessary for payment. You will receive courtesy reminder call 3 days before your scheduled appointment. Please notify the receptionist if you do not receive a call.

If you need to reschedule your appointment, kindly notify the office 24 hours prior to your appointment. Failure to keep your appointments may result in a “no-show” fee. There is a fee for any letters or forms that you request your provider to complete on your behalf. Please ask about any specific fees if you request this service.

Please contact your pharmacy for refill requests and allow our office 48 hours to process the request.

You will receive a maximum of 2 patient statements from our office. If we do not hear from you regarding any discrepancy or to discuss payment options, your account will be transferred to our collection agency to continue collection efforts.

We are excited to offer a secure way to communicate with our office, through a patient portal. Provide our office with your email address and we will send you a link to join our portal.

We look forward to working with you. Please do not hesitate to contact us via phone or email if you have any additional questions. We apologize in advance; our phones are extremely busy. We strive to answer all calls and messages as quickly as possible.

Sincerely,

*The staff of Annapolis Neurology Associates*

Annapolis Office Stevensville Office

122 Defense Highway, Suite 210 130 Love Point Road, Suite 107

Annapolis, MD 21401 Stevensville, MD 21666

Ph: 410-266-9694 Ph: 410-604-2759

Fax: 410-266-9695 Fax: 410-266-9695