

Fees and Payments

We are constantly striving to improve our efficiency and keep down the costs of your medical care. We feel that our fees are reasonable and are in line with those of other specialists in the area.

Charges will be filed to your insurance. Financial responsibility for our services rests ultimately with the patient. Any balances may be paid in person at the office with cash, check, Visa, Mastercard, or Discover; credit card payments can also be taken by phone. Payments may be made online via the patient portal as well.

Of course, we recognize that individual circumstances may warrant special arrangements. If you have a payment problem, we hope you will bring it to our attention so that we may find a mutually beneficial solution.

Hospital Affiliations

The physicians are on staff at Mercy St. Vincent Medical Center and Nationwide Children's Hospital-Toledo and will be happy to provide ongoing medical care, should you be hospitalized there.

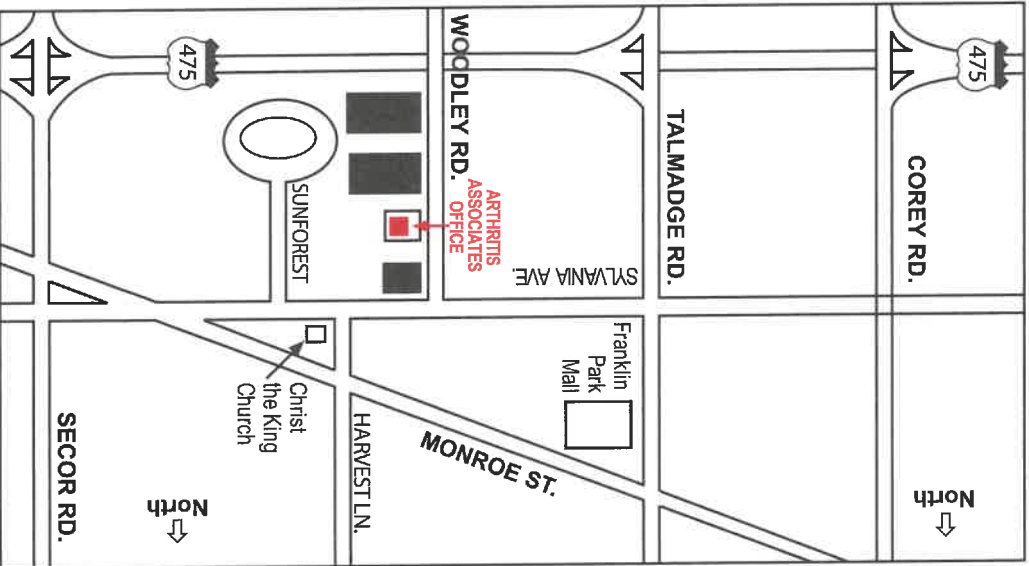
and Finally . . .

Thank you for reading this and choosing us for your rheumatological care. We will make every effort to merit your trust and confidence.

Directions

WESTBOUND on I-475 take the TALMADGE ROAD EXIT, then right to the 1st traffic light at SYLVANIA AVE. Turn right on Sylvania Ave. and go to the 3rd traffic light at WOODLEY ROAD, and turn right again. We are located in the SECOND BUILDING ON THE LEFT - 3922 WOODLEY ROAD.

EASTBOUND on I-475 take the COREY ROAD EXIT. Turn left at the exit to the 1st traffic light at SYLVANIA AVE. Turn right on Sylvania Ave., thru three traffic lights. The 4th traffic light is WOODLEY ROAD, turn right again. We are located in the SECOND BUILDING ON THE LEFT - 3922 WOODLEY ROAD.



Arthritis Associates of Northwest Ohio

Name _____

Date of Appointment _____ Time _____

Please be here at _____

EDWARD GOLDBERGER, M.D., F.A.C.R.
MOHAMMED ABUSAMIEH, M.D., F.A.C.R.

SAUD ALVI, M.D., F.A.C.R.
GEORGE GENNAOUI, D.O.
RHONDA SHRYOCK, C.N.P.

3922 Woodley Road
 Suite 200
 Toledo, Ohio 43606
 Phone: (419) 473-9380
 Fax: (419) 473-9515

*Please bring all of your medications
in their bottles to this appointment!*

Welcome to Our Office

We are happy that you have chosen us to help diagnose and treat your arthritis or related disease. Our goal is to provide superior rheumatologic care for our patients in a relaxed and friendly setting.

We have prepared this brochure to acquaint you with our practice and answer many of your questions. Please take a few minutes to read through it and keep it somewhere handy for future reference.

At any time, if questions arise about information in this brochure, or about any other matter not covered here, we hope that you will feel comfortable enough to ask them. We will try to give you straightforward and friendly answers.

About Rheumatology

Rheumatology is the subspecialty of Internal Medicine which deals with the diagnosis and management of arthritis and related chronic inflammatory diseases, some of which affect other tissues of the body beside the joints. Although most of our patients are adults, we also provide treatment for children with arthritis and similar diseases.

After graduation from medical school, we have each completed a three year residency program in Internal Medicine. Following this training, we have each completed two additional years of subspecialty training in Rheumatology. This means that we are each thoroughly trained and skilled in the evaluation and management of arthritis and rheumatic diseases.

Although we are trained to function as Internists, we have limited our practice to Rheumatology. While we will be happy to treat medical problems incident to your rheumatic disease, we do not usually function as general internists or family doctors in the provision of annual physical exams and the like. If you need a primary physician, we will be happy to assist you with a referral.

Office Hours and Appointments

Office hours are from 8:00 A.M. to 4:30 P.M. Monday, Tuesday & Thursday, 8:00 A.M. to 3:30 P.M. on Wednesday and 8:00 A.M. to 1:00 P.M. on Friday. Our office is open through the lunch hour. We have no evening or Saturday hours.

Since new patients generally require a more comprehensive evaluation, a longer appointment must be scheduled. Our office staff will always attempt to give you the soonest possible new patient appointment. New patients are told to plan to be here at least two hours. During this time, we do a complete history and physical examination and, if necessary, laboratory tests and x-rays may be taken. Urgent appointments can usually be scheduled within a few days. We are always happy to see patients who refer themselves or are referred by friends.

We ask that you be on time for your appointment, and we will make every effort to see you on time as well. Because of emergencies or other unforeseen problems, we occasionally run behind schedule.

We are equipped to take x-rays and draw laboratory work in our office, if needed. Please bring your most current insurance card with you to every appointment. It is your responsibility to check if your insurance requires use of a different lab. If your insurance requires a referral to see our doctors, it is your responsibility to get that referral from your insurance company. Generally your Primary Care Physician will have to contact your insurance company to get the referral in place. If you have had recent x-rays or labs done elsewhere, please bring them with you for your appointment or arrange to have them sent to us. Please bring a list of your current medications and dosages with you for all appointments.



Arthritis Associates of
Northwest Ohio, Inc.

Cancellation of Appointments

If you cannot keep an appointment, please notify us 24 hours in advance so that your time may be given to another patient. If an emergency keeps you from an appointment with us, please notify us as soon as possible. No charge will be made for cancelled appointments if 24 hours notice is given. We cannot function efficiently if patients forget their appointments or frequently show up late. We cannot continue treatment for patients who habitually cancel appointments at the last minute or fail to keep their appointments.

Telephone

Whenever you have questions or problems, we encourage you to phone us at the telephone numbers listed on the front of this brochure. Of course, if it is not an urgent matter, we request that you phone during regular office hours.

Please explain the nature of your call to the receptionist. Many problems can be handled by the receptionist or office nurse and do not require that you speak to your doctor directly. We have spent a great deal of time educating our office personnel and they have strict instructions to consult us prior to dispensing medical advice. If you need to speak with us, we will usually have to return your call later in the day since it would be unfair to interrupt the visit of a patient in the office for a phone call from another patient.

The Toledo Clinic's Healow Patient Portal is one more way we are committed to meeting the needs of our patients. If you are a new user to the portal, ask about joining the Healow Patient Portal on your next visit to the office. Patients can request refills and communicate electronically with the office. Because it cannot be monitored, please call the office for issues of an urgent nature.

During week nights, each of the doctors takes urgent or emergency calls from his patients. On weekends, holidays, vacations and certain other times, one of us will be on call for the entire practice.

We hope that you will understand and cooperate with these telephone policies since they allow us to give *all* of our patients more efficient and higher quality medical care.