

EAR, NOSE & THROAT ASSOCIATES

THE PHYSICIANS PAVILION EAST • 6565 N. CHARLES STREET • SUITE 601 • BALTIMORE, MARYLAND 21204 • (410) 821-5151

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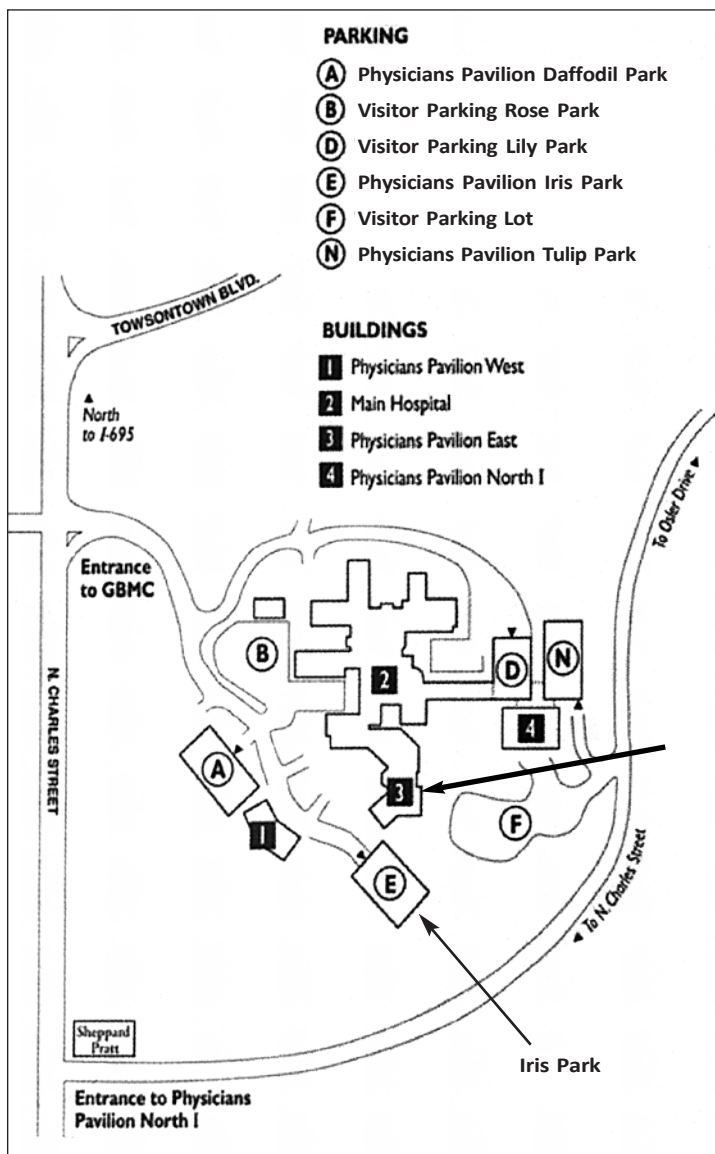
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Welcome,

Thank you for scheduling an appointment with our practice. We have put together a packet of information for our new patients, and established patients for an annual update. This packet includes directions, our office policies, the government patient privacy policy, a demographic and health questionnaire. Coming to the office with the forms completed will save you time. Please note that your appointment will be in the Physicians Pavilion East at GBMC. Again, thank you for scheduling with our office, and we look forward to seeing you at your appointment in the East Pavilion, Suite 601. For your convenience, we have added an email service to accept non-emergent messages for our established patients. Please visit our website, earnosethroats.com. **See directions below, if using a GPS please use the GBMC address: 6701 N. Charles Street, otherwise you may be directed through the city.**

Sincerely,
Ear, Nose & Throat Associates



From Downtown Baltimore take I-83 North (*Jones Falls Express-way*) to the Northern Parkway exit. Turn right onto Northern Parkway. Follow to Charles Street, turn left and proceed 2.2 miles. Turn right into GBMC.

I-695 (Baltimore Beltway) East - take Exit 25, Charles St. At light make left onto Bellona Ave. Proceed to next intersection at light turn left onto N. Charles St. Continue on N. Charles St for about 1.9 miles turn left into GBMC. **West**-take exit 25 Charles St., yield right for 1.9 mi, left into GBMC.

From Pennsylvania take I-83 South until it splits left to I-695 East (Towson). Stay in the right lane and bear right onto Exit 25, Charles Street. Proceed south for 1.5 miles. Turn left into GBMC.

From Eastern Shore From the Bay Bridge, take exit 21 toward Baltimore merge onto I-97 North (Baltimore) for about 17.3 miles then merge onto I-695W for about 21.3 miles. Take exit 25, Charles Street, in 0.4 miles make left into GBMC.

OR

From Bay Bridge, take exit 21 toward Baltimore, merge onto I-97 for about 16.8 miles and take exit 17B for 695 E toward KeyBridge/Dundalk. This is a toll road, stay on about 23 miles, take exit 25, Charles street. At light make left onto Bellona Ave at next light make left onto Charles Street, stay on this until you get to GBMC turn left (1.9 miles)

From Delaware: Take I-95S 52.7 miles to exit 64, 695 W toward Towson. Stay on this for 8.6 miles, take exit 25 Charles Street, turn left onto Bellona Ave. At next light make left onto Charles Street, 1.9 miles, turn left into GBMC.

OR

Take Delaware 404W toward US-50 W Ocean Gateway, merge onto US-50 West toward BayBridge, then follow directions from the Eastern Shore.

From Washington, D.C., BWI Airport take I-295 North (*BW Parkway*) to I-695 West (*Towson*). Follow I-695 to Exit 25, Charles Street. Proceed south for 1.5 miles. Turn left into GBMC.

OFFICE POLICIES

REFERRALS

If your insurance requires a referral from your primary care physician, it is your responsibility to make sure it is here. If you do not have one at the time of your visit, you may call your primary care physician to request a faxed copy. It must arrive within 15 minutes, or we may ask that you reschedule your appointment.

INSURANCE CARDS

To ensure proper insurance billing it will be necessary to have your insurance and ID cards with you at each visit. If you do not have your insurance cards or a letter from your insurance company as proof of insurance, your appointment may be rescheduled to our next available time. If you are bringing a letter as proof of insurance it needs to include the name, phone number and mailing address of your insurance carrier, your ID number, and your group number.

PERSONAL INFORMATION CHANGES

Please notify the front desk staff of any changes to your information, i.e. (address, phone numbers, insurance carrier, etc...), prior to seeing the physician. GBMC policy only allows for service animals. Please do not bring pets of any kind to the office.

NON-PARTICIPATING INSURANCES AND SELF-PAY PATIENTS

If we do not participate with your insurance carrier, you will be required to pay for your appointment in full at the time of your visit. As a courtesy, we will provide you with an encounter form to send to your insurance company for reimbursement. If you do not have insurance you will be required to pay for your visit in full at the time of your appointment.

PAYMENT POLICIES

We participate in a variety of HMO and PPO insurance plans. In accordance with the terms of your HMO-PPO plan, the patient co-payment is due at each visit. For your convenience we accept MasterCard, Visa, personal checks or cash. We have a complete list of participating insurance companies on our website; earnosethroatdrs.com

TELEPHONE CALLS

Except in emergencies, we will take a message and your call will be returned, as our doctors do not accept calls while they are seeing patients. Prescription refill requests may take up to 48 hours to be completed. If you need to reach us in an emergency, after office hours, call the office phone number and our answering service will locate the physician on-call.

PARKING

Greater Baltimore Medical Center charges a fee for parking at the hospital. You will be required to pay the fee at the main gate before leaving hospital grounds.

Thank you for taking the time to review our office policies. Hopefully the above information will help ensure a more pleasant and expeditious visit.