



**Richard B. Hart, II, M.D. * Henry A. Folb, M.D.
Thomas Tambouratzis M.D. * Mary Ellen Rhoa, C.R.N.P.**

1000 Park Place Drive Suite 209, Washington, Pennsylvania 15301
(724) 229-7570

Richard B. Hart, II, M.D. attended Allegheny College where he received his Bachelor's Degree in Chemistry. He received his medical degree from Temple University School of Medicine in 1992 and completed his Internal Medicine training at the University of Pittsburgh Medical Center in 1995. Dr. Hart is Board Certified in Internal Medicine. He is a native of California, PA.

Henry A. Folb M.D. attended Northwestern University School of Medicine receiving his medical degree in 1980 and completed his residency from Northwestern University Evanston Hospital in 1983. He is Board Certified in Internal and Geriatric medicine. He is a seven time Pittsburgh Magazine Top Doctor Award winner.

Thomas Tambouratzis M.D. attended Northwestern University where he received his Bachelor's Degree in Political Science. He earned his medical degree at the University of Athens, Greece in 1993 then completed his residency at the University of Illinois in 1997. He worked in private practice in Chicago where he also served as a Teaching Attending at Northwestern University, Evanston Hospital. He relocated to this area (his wife is a native) and worked with veterans in a rural area of Ohio prior to joining the WHS. Dr. Tambouratzis is Board Certified in Internal Medicine.

Mary Ellen Rhoa, C.R.N.P. attended Indiana University of Pennsylvania where she received her Bachelor's of Science in Nursing in 1982. She received her master's degree in education from the Cleveland State University in 1989. She also received a Masters in Nursing as a Family Practitioner from State University of New York at Buffalo in 1996. She is nationally certified as a Nurse Practitioner. She is a native of Pittsburgh, PA.

We hope the following information will help you with the adjustment, as you leave another practice to join us and we hope that being familiar with our policies makes you feel comfortable from the first day we meet.

OFFICE HOURS:

Phone lines will be open Monday-Friday 8am-4pm. Our office phone number is (724) 229-7570.

Appointments will be scheduled as directed by the physicians or on an "as needed" basis:

Monday 8:00am-4:00pm, Tuesday 8:00am-7:00pm, Wednesday 8:00am-4:00pm, Thursday 8:00am-6:00pm,
Friday 8:00am-4:00pm. Sick visit appointments are available in addition as directed by the physician.

EMERGENCIES:

We offer emergency coverage when the office is closed. Please limit after hours calls to true medical emergencies.

If you have an emergency situation after office hours, please dial (724) 506-1127, to speak with an answering service receptionist to page the doctor on-call.

CANCELLATIONS:

It is the policy of this office to require a **minimum of 24 hours advance notice** when you are canceling an appointment. Please be courteous and cancel any appointment you will not be keeping so we may schedule other patients seeking medical care.

REFERRALS & AUTHORIZATIONS:

In order to most efficiently and accurately process your managed care paperwork, please follow our managed care request policies. For **routine referrals we require a minimum of 3 business days advance notice** to specialists and for **Prior Authorizations we require 7 business days advanced notice**. These time frames are crucial for the PCP to review all of the necessary documentation before determining the outcome of your request. You are responsible for requesting a referral/authorization and obtaining the necessary paperwork prior to an appointment with a specialist. We may not be able to fax a copy of your information to the specialist's office the same day you have a scheduled appointment, so please give us the necessary advanced notice.

PRESCRIPTION REFILLS:

Requests for prescription refills should be made during regular phone hours. Please call us **before** you are completely out of pills. All requests made before noon will be called in that same day and any requests made after 1:00pm will be called in that same day or the following morning, depending on phone volume.

TEST RESULTS:

When calling for test results, please have the name and location of the testing facility as well as the date the testing was performed. We call back all abnormal radiology results and abnormal laboratory results ordered by our doctors. Tests ordered by a specialist should be called back to you by that office.

Abnormal results are called back as soon as the doctor has reviewed the result and signed off. If you are experiencing related problems after a test is performed, please contact the office.

FORMS & MEDICAL RECORDS:

Requests for the **completion of forms** may require that a physical examination be scheduled, so please don't wait until the last minute to inquire what will be necessary. A \$10 fee is due at the time the form is dropped off at the office. **Medical record copies** are released upon written request. All original records are legally required to be maintained for seven years by the treating physician. Records older than this may not be available. Copying fees may apply, please ask a staff member.

PAYMENT, FEES, & BILLING:

Payments of charges and/or co-payments are due at the time of your visit. Arrangements may be made with the office manager for a payment plan. We accept cash, personal checks, VISA, and MasterCard, and Discover.

Our fees are reasonable and customary for the services provided. All billing is handled through the WPG Central Billing Office. For billing questions, please contact our billing department at (724) 250-4595.

CONTROLLED SUBSTANCES:

Chronic use of controlled medication presents unique challenges in medicine. At WHS Internal Medicine we refer our chronic pain patients to Pain Medicine Specialists for chronic pain management and medication. We also refer our chronic anxiety patients who may require controlled medication to a psychiatrist for chronic medication management of that condition. Unwillingness to follow our medical recommendations concerning the use of controlled substances may result in dismissal from the practice.

Thank you for your cooperation as we endeavor to create the best Practice to better meet your healthcare needs. If you have any questions or concerns, please speak with the office coordinator, Andy, at any time.