



NEUROLOGY CENTER OF FAIRFAX, LTD.  
neurologycenteroffairfax.com

# PATIENT HANDBOOK

A detailed illustration of a neural network, showing several interconnected neurons. The cell bodies (soma) are glowing with a bright yellow and orange light, while the branching dendrites and axons are rendered in a translucent blue. Small red and white light points are scattered along the neural pathways, suggesting electrical activity or signal transmission.

## WHAT TO EXPECT

### **FAIRFAX OFFICE**

3020 Hamaker Court, Suite 400 | Fairfax VA 22031 | 703-876-0800 Fax: 703-876-0866

### **RESTON OFFICE**

1830 Town Center Drive, Suite 305 | Reston VA 20190 | 703-876-0800 Fax: 703-876-0866  
[neurologycenteroffairfax.com](http://neurologycenteroffairfax.com)

### **SLEEP DIAGNOSTIC & TREATMENT CENTER**

3020 Hamaker Court, Suite 401 | Fairfax VA 22031 | 703-876-2850 Fax: 703-890-2906  
[sleepdiagnosticandtreatmentcenter.com](http://sleepdiagnosticandtreatmentcenter.com)

Map on Back Cover



## ❖ **Welcome to The Neurology Center of Fairfax, Ltd.**

We appreciate your selection of the Neurology Center of Fairfax, Ltd. for your neurological care. Our goal is to provide you with quality neurological care in a comfortable and patient-friendly atmosphere.

The Neurology Center of Fairfax, Ltd. is a comprehensive diagnostic and treatment center for neurological disorders. We are an independent center, which strives to maintain the highest standards of care. Our neurologists are certified by the American Board of Psychiatry and Neurology. Some of our neurologists have subspecialty interests, including movement disorders, multiple sclerosis, epilepsy, stroke, nerve and muscle disorders, Parkinson's disease, neurotoxin treatment, headache (including neurotoxin treatment of headache) and subspecialty training including certification in electroencephalography, electromyography, sleep disorders, neurophysiology and vascular neurology.

We hope the following information will answer many of your questions. Please ask our patient service representatives, nurses, technologists, physician extenders or physicians any additional questions you may have about your care. Our office is in compliance with the Health Insurance Portability and Accountability Act (HIPAA), the Health Information Technology for Economic and Clinical Health Act (HITECH) of 2009 and the HIPAA Omnibus Rules of 2013. Every new patient receives a copy of our Notice of Privacy Practices. This information is also available on our website and on our patient portal.

You may download from our websites and our patient portal all the forms you need to complete to prepare for your initial consultation, sleep evaluation, and for all subsequent office visits. Please note we have specific forms for multiple sclerosis, Parkinson's disease and sleep disorders.

We do not communicate with our patients by email, due to safety and confidentiality concerns. Email does not assure your privacy and is not HIPAA compliant. Please see information in this handbook about our patient portal, which does provide you with secure electronic communication with our office.

## ❖ **What is a Neurologist?**

A neurologist is a physician trained in the diagnosis and treatment of diseases involving the brain, spinal cord, peripheral nerves and muscles. Your neurologist serves as a consultant to your family physician, internist or other specialist. A neurologist does not perform surgery. Neurologists treat patients with a wide range of problems affecting the nervous system, including headache, visual disturbances, back and neck pain, Parkinson's disease, tremor, brain tumors, dizziness, seizures, stroke or hemorrhage, multiple sclerosis, meningitis, encephalitis, numbness or weakness, Alzheimer's disease, memory loss, sleep disorders, peripheral nerve problems and gait disorders. Your neurologist will send a report of your consultation and follow-up visits to your primary care physician and to other designated healthcare professionals. Your primary care physician will continue to treat non-neurological conditions.

## ❖ **What happens during the initial visit?**

Prior to your initial visit, please prepare a brief chronology of your neurological history, outlining your symptoms, when they began, how they have changed, any new symptoms you have developed, tests you have had, medications you have received for treatment and their effect, medications you are currently taking for any reason, along with the dose and any non-prescription or alternative medications you are taking. Please bring a copy of the results of any testing you have had performed for your neurological problem and copies of all MRI pictures or the disc with images to your initial visit.

For your initial visit, please arrive 20-30 minutes ahead of your scheduled appointment time to complete the necessary paperwork. You will be asked to provide patient demographic and insurance information, and to complete a medical history form. These forms may be downloaded from our websites:

**[neurologycenteroffairfax.com](http://neurologycenteroffairfax.com)**

**[sleepdiagnosticandtreatmentcenter.com](http://sleepdiagnosticandtreatmentcenter.com)**

and are to be completed prior to your visit. They may also be completed on our Portal. This information will enable the doctor and staff to better serve you. Your first visit is devoted to a complete neurological history and a comprehensive neurological examination. This visit will take 45 minutes to 1 hour. It is considerably longer than most follow-up visits.

## ❖ **What is a comprehensive neurological examination?**

Because the nervous system is complex, the neurological history and examination will explore a wide variety of body functions. The neurological examination will include tests of speech, memory, vision, strength, reflexes, coordination, balance, mobility and sensation. The neurological history and examination may indicate that further tests are required.

A plan for the diagnosis and/or treatment of your neurological problem will be formulated at your first visit. Your neurologist will discuss any recommended tests with you. A schedule for testing and follow-up visits will be established. Educational materials and resources may be provided. A full report of your consultation will be sent to your primary care physician and to other designated healthcare professionals (including referring physicians). Please be sure to give us the name of your primary care physician.

## ❖ **For every visit please bring the following items:**

- A complete list of all your medications, including non-prescription medications and vitamins, and the dose you take for each one. (You should carry a complete list of all your medications with you at all times.) We can copy your medication list when you come to the office. We can also download your list from most electronic devices and mobile phones.
- A government-issued picture identification card.
- All of your insurance cards, which we will copy at every visit.
- A check, cash or credit card to pay all co-pays, co-insurance and deductibles at the time of service.

## ❖ Follow-up Visits

Follow-up visits allow your neurologist or physician extender to review your progress, address new problems, review test results, adjust treatment, refill prescriptions, order additional testing and conduct any needed discussions. Follow-up visits are shorter visits with your neurologist or physician extender. If you have multiple, complex neurological concerns, your neurologist or physician extender may not be able to address all of your problems in a single follow-up visit. We will then schedule another follow-up visit for you. Additional tests may be ordered at follow-up visits.

Forms for consult and follow-up visits can be downloaded from our websites and can be completed on our patient portal:

- **[neurologycenteroffairfax.com](http://neurologycenteroffairfax.com)**
- **[sleepdiagnosticandtreatmentcenter.com](http://sleepdiagnosticandtreatmentcenter.com)**
- **patient portal on our website**

These include specific forms for patients with multiple sclerosis, Parkinson's disease and sleep disorders. These forms should be completed prior to each visit.

Please arrive at the office 15 minutes before your scheduled follow-up appointment time to complete all necessary paperwork to be ready to see your doctor on time.

## ❖ Your Appointment

You will be asked to verify all your contact information, as well as your insurance and billing information at each visit. It is important that we have accurate contact information for you. In addition, electronic prescriptions may be rejected if our information does not match information your pharmacy has on file.

Please provide your social security number to the appointment representative, if we do not already have it. Your social security number is required to make an appointment for you. Only the last 4 digits will be displayed on your record.

While waiting to see your doctor, you can log onto our Wi-Fi system for Internet access. Ask the receptionist for the password. Take cell phone calls in the hall. Please turn off your cell phone while being seen by your provider. Please do not take food or drinks beyond the waiting room. Our waiting rooms and the entire office are video monitored for your safety.

## ❖ Late Policy

Any patient who is 15 minutes late (or more) for an appointment may need to have their appointment rescheduled for another day. If you are more than 15 minutes late, we will make every effort to see you the same day if possible, but you will have to wait until there is a break in the schedule to be seen. Although we appreciate the demands of traveling in Northern Virginia, we also cannot inconvenience other patients who are on time for their appointments.

## ❖ **What Neuro-diagnostic testing is available at the Neurology Center of Fairfax, Ltd.?**

State-of-the-art neurologic diagnostic testing is available at the Fairfax and Reston offices, performed by board certified technologists, including:

- Electromyography (EMG)
- Electroencephalography (EEG)
- Ambulatory Electroencephalography
- Evoked Potentials (SSEP)
- Autonomic Testing (R-R variability)
- Polysomnograms (PSG)
- CPAP Titration
- Multiple Sleep Latency Testing (MSLT)
- Home sleep studies
- Cognitive testing
- Duplex carotid ultrasound studies
- Non-invasive vascular studies.

When necessary we will refer you to other physicians or facilities for testing or treatment. Should you desire to use a specific physician or facility, please let us know and our office personnel can assist you in making the appropriate arrangements.

Specialized equipment is used to monitor brain, vascular, and nervous system functioning. These noninvasive tests provide valuable information to assist in your diagnosis and treatment. All neuro-diagnostic tests are interpreted by our neurologists. Test results will be forwarded to your ordering physician to discuss with you. It is important that you read all testing instructions prior to your appointment.

It is your responsibility to ensure that any physician or facility to which you are referred accepts your insurance. If you have any questions about your insurance coverage or participating medical facilities, please contact your insurance company directly.

## ❖ **What is a Physician Extender?**

Physician extenders (Nurse Practitioner, Physician Assistant or Clinical Nurse Specialist) are part of our care team and allow us to provide better service to our patients. You may make your follow-up appointment with one of our physician extenders, who work with your neurologist to provide neurological care for you.

The physician extenders provide neurological diagnosis and initiate and review testing, start or modify treatment, refill prescriptions, meet educational needs and perform trigger point injections. You will not always see the doctor during your visit with our physician extenders. You are always able to schedule an appointment with your neurologist, should you desire.

## ❖ **What special programs are available at the Neurology Center of Fairfax, Ltd.?**

Comprehensive programs for Neurological diagnosis and treatment include:

- Parkinson's disease and other movement disorders
- Parkinson's disease support group
- Multiple sclerosis
- Multiple sclerosis support groups
- Neuromuscular diseases
- Neurotoxin treatment of neurological disorders
- Memory disorders
- Seizure disorders
- Stroke and cerebrovascular disease
- Headache
- Peripheral nerve disorders
- Sleep disorders
- Infusion Therapy
- Vascular Testing

## ❖ **The Sleep Diagnostic and Treatment Center**

The Sleep Diagnostic and Treatment Center provides comprehensive diagnosis and care for patients with sleep disorders of all types including sleep apnea, restless leg syndrome and insomnia. Our expert team provides sleep medicine consultations to help identify sleep problems. We then work with you to develop a treatment plan to optimize your sleep health. The Sleep Diagnostic and Treatment Center includes a state-of-the-art, four-bed sleep laboratory accredited by The American Academy of Sleep Medicine and staffed by highly trained and caring sleep technologists. All sleep studies are interpreted by our Board certified and sleep fellowship trained specialist. Once your sleep problem has been identified, a customized and effective treatment plan will be designed and implemented for you.

## ❖ **The Infusion Center**

The Infusion Center, located at the Fairfax office, provides outpatient services enabling our patients to obtain intravenous medications to treat neurological diseases, such as multiple sclerosis, nerve and muscle diseases, CIDP, migraine and other headache disorders in a patient-friendly environment. All treatments are under the supervision of your neurologist (or one of our other neurologists or a physician extender). A registered infusion nurse or LPN is on duty during all infusions. Please come well hydrated.

Please do not wear strong perfumes or lotions, as other patients may be allergic or intolerant of them. We request that children not be brought to the Infusion Center for your appointment. Persons in wheelchairs should have a care giver bring and stay during the entire visit to help care for patient needs. Bring all medications, drinks, food, and any comfort items you may need during your infusion. Please do not bring any strong smelling foods, such as: onions, fish, or popcorn. Wi-Fi is available at the Infusion Center (ask for the password).

## ❖ **Neurotoxin treatments**

Neurotoxin therapy is approved for treatment of certain nerve and muscle conditions including Tourette's syndrome, dystonia, blepharospasm, spasticity and for certain headache patients. Because neurotoxin therapy involves use of a toxin and is expensive, rigorous pre-authorizations are required from your insurance company before treatment can be provided.

Pre-authorization is a two-step process to protect our patients both clinically and financially. Arrangements can also be made for private payment of neurotoxin therapy. Neurotoxin therapy is available at both the Fairfax and Reston offices. Please discuss neurotoxin therapy with your neurologist.

## ❖ **The Parkinson's Disease and Movement Disorder Center**

The Parkinson's disease and Movement Disorder Center provides comprehensive evaluation and treatment for patients with Parkinson's disease, atypical parkinsonian syndromes and all other movement disorders, including essential tremor, dystonia, restless leg syndrome, Tourette's syndrome, Huntington's disease, ataxia, and gait and balance disorders. Our movement disorder specialists have expertise in deep brain stimulation (DBS), neurotoxin therapy, Apokyn injections for Parkinson's disease and treatment of associated cognitive and sleep disorders.

Through our close association with the Parkinson Foundation of the National Capital Area (PFNCA), our patients have access to support and exercise groups, as well as other services. In addition, we have an extensive referral network to general and subspecialty physicians and rehabilitation therapists with expertise in the treatment of Parkinson's disease, other movement disorders and related medical problems.

## ❖ **Vascular Testing**

The Vascular Laboratory is a specialized non-invasive diagnostic vascular ultrasound testing facility. Arterial and venous studies are performed to detect vascular disease. Cerebrovascular, peripheral arterial, aortic, renal, and venous examinations are performed. Testing in a vascular laboratory is often the first step in diagnosing vascular disease.

Non-invasive ultrasound machines take pictures of blood vessels and blood flow in these vessels with color Doppler and pulsed Doppler. Segmental pressures and pulse volume recordings are performed to locate areas of blockage in the arms and legs. Specific tests are performed according to the suspected vascular problems. These procedures are generally painless and can help to determine if blood vessel disease is present, the location, and severity.

The Laboratory is certified by the Intersocietal Commission for the Accreditation of Vascular Laboratories. This is the national certifying body for non-invasive vascular diagnostic laboratories. All testing is performed according to standard recognized protocols approved by the Intersocietal Commission for the Accreditation of Vascular Laboratories.



## ❖ **Automated Phone Answering:**

To provide better service to you and to expedite telephone calls throughout the Neurology Center of Fairfax, Ltd., we have installed an automated phone answering system.

When you dial our central number (703) 876-0800 for both the Fairfax office and the Reston office, you will be greeted with a menu. Please listen to all options before making a selection. You will have options to make appointments, get directions, ask questions for our triage representatives that will be conveyed to the doctor or a nurse, request prescription refills, discuss billing issues, arrange for copying medical records, arrange for disability and other forms and letters to be completed, or dial an extension directly, if you know the extension that you need. If you are dialing from a rotary phone, please stay on the line after the menu has been given and you will be connected to the appointment desk.

## ❖ **How do I obtain prescription refills?**

All prescription refills should be obtained during your office visit. Please let the medical assistant and your neurologist or physician extender know which medications you need. This ensures that you receive the correct medication and dose, and provides you with the best medical care. Prescription refill requests require an office visit, so your neurologist or physician extender can review your current medications, laboratory results and any changes in your medical history. For safety reasons, no refills are issued for patients who have not had an office visit in the prior 12 months.

Only emergency prescriptions will be refilled without an office visit. For an emergency prescription refill, please call during office hours on the Patient Care Line between 9:00 a.m. and 4:00 p.m. weekdays. The line is closed from noon to 1:00 p.m. for lunch. Please also call 703-876-0800 to schedule a follow-up visit to obtain your usual refills.

When you call the Patient Care Line for an emergency prescription refill, please have your prescription bottle available with the medication name, strength and dosage, as well as the pharmacy name, phone, and fax number. All requests for medication refills require approval by your doctor before they can be refilled. This usually requires 24 to 48 hours. If approved, your refill will be transmitted electronically to your pharmacy when allowed. We do not “call in” prescriptions due to the risk of error.

There is a charge of \$15.00 for the first two (2) prescriptions refilled each day. If you require more than two prescription refills, you need to schedule an appointment to be seen in the office. Your neurologist or physician extender may at any time request that you be seen in the office to obtain your refills. If you have recently been seen by your neurologist or physician extender, you can request an appointment with our physician extenders or our nursing staff to obtain your medication refills. Prescriptions are not refilled at night, on weekends, or on holidays to avoid potential errors.

## ❖ **What about cancelled or missed appointments?**

Your appointment time has been set aside for you with your doctor or physician extender or for scheduled testing. This time is unavailable to other patients who need to be seen. Therefore you need to provide us at least 24 hours advance notice if you must cancel or reschedule your appointment, or you will be charged a cancellation fee. This fee is not covered by your insurance. If an emergency prevents you from keeping your appointment, please let us know.

Appointment reminder calls are a courtesy. Should you not receive a reminder telephone call, it is still your responsibility to keep your appointment or properly change it.

## ❖ **Appointment Reminders**

We utilize a computerized personal appointment reminder system. This system provides our patients with the courtesy of a reminder phone call for upcoming appointments. Our appointment reminder system is programmed to call you at home two days prior to your scheduled appointment to confirm the day, date and time of your next appointment. If you are not available, the system will leave a message on your answering machine. If your home telephone system blocks calls, or if you do not have an answering machine, we will not be able to leave you an appointment reminder message. You will not receive any other reminder of your appointment. Please remember that the reminder call is a courtesy and you are responsible to keep your appointment.

If you did not make a follow-up appointment at the time of your office visit, you may also receive a postcard to remind you to make an appointment. If you receive this postcard, follow the instructions on the card and call us to make an appointment with your neurologist or physician extender. This postcard is a courtesy and you are responsible to schedule necessary follow-up visits.

## ❖ **Electronic Medical Records and Patient Portal**

The Neurology Center of Fairfax now uses an electronic medical record system, which is HIPAA compliant. Information is entered into the electronic record by direct entry, electronic health information exchange or scanning. You will not have a paper chart.

The Patient Portal has similar information as our website. However, you have more options and secure communication when you log into and use the Patient Portal website. You can access our Patient Portal directly or from our website.

Communication with our office is most securely accomplished through our Patient Portal. When you log into the Patient Portal with your unique identifier and password, you can both obtain and submit information electronically and securely. Each patient is offered access to the Patient Portal upon check-out from a visit.

## ❖ **How do I contact the doctor when a problem arises?**

In the event of a life-threatening emergency, dial 911 and proceed to the nearest hospital emergency room for immediate care.

If you are seen at the Fairfax or Reston office and need to contact your neurologist or physician extender between appointments, call the Patient Care Line at 703-876-0800 between 9:00 a.m. and 4:00 p.m. weekdays. The line is closed from noon to 1:00 p.m. for lunch. At all other times, please call the main number 703-876-0800 to be connected to the answering service. Our answering service will take your message and contact the doctor on call.

Please provide our nursing triage representative or the answering service with as much pertinent information as possible. Organize and write down your problems before calling, so that you can describe your symptoms and ask your questions. This will help our staff and answering service understand your problems and correctly convey the information to the appropriate individual. If your phone call is an emergency, please make this clear.

Our office nursing triage representatives will communicate with your neurologist, physician extender or other nursing staff about your problem. Urgent calls will be returned as soon as possible. Other phone calls should be answered within two working days by our nursing triage representatives.

If you are unable to reach our answering service after hours or on weekends through our automated line, call 703-755-1450 to be connected directly to our answering service.

## ❖ **How do I obtain the results of tests ordered by my physician?**

All of your testing, including laboratory and radiology results will be discussed with you at your next office visit. These results may require further explanation or additional testing that can best be done at an office visit, rather than over the telephone or through the patient portal. Please schedule your follow-up visit before you leave the office. Allow enough time for us to receive your test results before your follow up visit (usually 5-7 days). The Patient Care Line does not have your test results and cannot discuss test results with you.

## ❖ **What hospitals does the Neurology Center of Fairfax, Ltd. utilize?**

Our doctors have privileges at the Inova Fairfax Hospital and the Reston Hospital Center. Our doctors serve as consulting physicians to your hospital admitting doctor. They do not serve as an admitting physician. During your hospital stay you may be seen by another neurologist not affiliated with our practice. You are welcome to return to us for your follow-up care.

## ❖ **What about medical bills?**

Our fees are customary for our specialty and our locations. There is an initial consultation charge. Subsequent office visits and other services vary in charge, depending on the problem, time and services involved. Payment at the time of each visit is expected from all patients for all co-pays and deductibles and for all charges for which the patient is responsible. This helps control our charges for patient care. Payment may be made by cash, check, MasterCard, Visa or Discover.

All patients, including those with high deductible insurance plans (such as with Health Savings Accounts), those patients with coverage from a company with which we do not participate, automobile or other accidents, and those without insurance coverage, are expected to pay for all services at the time of the visit.

An administrative fee is charged for co-payments and deductibles not paid at the time of service, and an additional administrative fee is charged for each bill sent.

## ❖ **What about insurance claims?**

We will submit insurance claims for office visits and testing if we have a contract and are a participating provider with your insurance carrier. We participate with Medicare and with many but not all managed care plans. It is YOUR responsibility to determine whether we participate with your health care plan. If you have any questions as to whether we participate with your insurance plan, please contact our patient accounts office at 703-876-0813. A listing of the insurance plans we accept is available on our website: [neurologycenteroffairfax.com](http://neurologycenteroffairfax.com).

Although we will submit charges on your behalf to carriers with whom we participate, the ultimate responsibility for payment of all charges rests with you.

If we do not participate with your insurance plan, we will supply you with the necessary information for you to file with your own insurance company. For diagnostic testing performed in this office, we will file the insurance claims if you provide us with an insurance authorization form and pay any portion (co-payment, co-insurance or deductible) required by your insurance policy.

## ❖ **Medicare**

We are a participating provider with Medicare. We are required by law to submit all Medicare claims. **PATIENTS SHOULD NOT SUBMIT MEDICARE CLAIMS THEMSELVES**, as such duplicate submissions are likely to cause confusion and delays in receiving reimbursement from Medicare. If you provide us with secondary insurance information, we will file a claim to that carrier for any remaining balance after we receive your Medicare payment and Explanation of Benefits form.

## ❖ **What about my insurance co-payment and deductible?**

At all office visits you will need to provide us with your current insurance information. Please bring your insurance cards to all office visits. These will be copied at all visits. It is your responsibility to notify us when any insurance changes occur. Insurance companies and managed care plans have different co-payment and deductible requirements, which vary and often change without our knowledge. All patients, including those patients with Medicare coverage, are expected to meet their full co-payment and deductible requirements at the time of service. We will collect your co-payment prior to each visit. Your co-insurance and deductible should also be paid at the time of service.

Patients who do not pay their co-payments, co-insurance or deductibles at the time of each visit are charged an administrative fee, plus an additional administrative fee for each statement sent. These charges are not covered by your insurance company.

Please remember that insurance is considered a method of reimbursing the patient for fees paid to the doctor. It is not a substitute for payment. Some plans pay fixed allowances for certain procedures and others pay a percentage of the charge. Co-payment, co-insurance or deductible amounts are due at the time of service.

It is your responsibility to know the amount of the office co-payment, co-insurance and your deductible, and to promptly pay any co-pay, co-insurance, deductible or other charges not paid by your insurance company at the time of service.

Failure to pay co-payments, co-insurance, and deductibles at the time of service may result in dismissal from the practice.

## ❖ **What about referrals required by my insurance company?**

If your health plan requires an insurance referral for your visit with us, it is your responsibility to obtain this insurance referral prior to making your office visit or testing appointment. If you are required to have an insurance referral for an office visit or for testing, and you do not obtain the referral, you will be asked to sign a waiver for your care. You will then be personally responsible for the full charge for the office visit or testing, which must be paid at the time of service.

## ❖ **What if I do not have health insurance coverage, or have a large deductible?**

Patients without health insurance coverage (self-pay individuals) and those with large deductible insurance plans (such as with HSA accounts) will be required to provide valid credit card information prior to receiving services. A deposit may be required before services are provided.

### ❖ **What about billing problems?**

If questions or problems arise regarding medical bills or insurance matters, please contact our Patient Accounts Office at (703) 876-0813 between 9:00 a.m. and 5:00 p.m. weekdays. Medical bills, especially after hospitalization, can be a source of confusion. We will be happy to help you obtain maximum insurance benefits. However, the agreement by your insurance company to pay for medical care is a contract between you and your insurance company.

If unusual circumstances should make it impossible for you to meet your financial obligations, we invite you to call or personally discuss the matter with our patient accounts office at (703) 876-0813. Doing so will avoid misunderstandings and help keep your account in good standing. Overdue accounts will be pursued for collection and may be reported to the credit bureau.

### ❖ **What if I need a pre-authorization for radiology or other studies or for medications?**

If your insurance company requires a pre-authorization for radiology, medications or other studies, we will try to assist you with this. We will do required pre-authorizations and peer to peer reviews. Please allow at least ten (10) business days to process your authorization through your insurance company. We will contact you once we have obtained authorization for radiology or other studies. Your pharmacy will contact you about medication authorizations. You should direct all questions about denials of coverage directly to your insurance company. We will help you with appeals for denial of coverage. However you must appeal all denials of coverage to your insurance company personally. A fee will be charged for appeal letters written on your behalf.

### ❖ **What if I need pre-authorization for physical, occupational and speech therapy?**

Medicare and other health insurance carriers require pre-authorization or periodic recertification to continue physical, occupational and speech therapy, as well as home healthcare services. In order to comply with this requirement, you may need to be seen by your neurologist or physician extender or by our nurse who will review your care with your physician. Prior to this visit for recertification of services, we must have a current written progress report from your therapist, including the recommendation that treatment be continued. It is your responsibility to see that we have this report prior to your visit or request for recertification. Without this report we will not be able to prescribe further therapy.

### ❖ **What about my medical records?**

All medical records are confidential. Records may be released to your other health care providers in accordance with HIPAA regulations. Our office will not release this information to other third parties without your written consent or court order. You may obtain a copy of your records. Please allow 14 business days for all medical record requests. Forms for release of medical records and copying of medical records can be downloaded from our website:

**[neurologycenteroffairfax.com](http://neurologycenteroffairfax.com)**

or from our patient portal. A fee will be charged for copies of records, in accordance with Virginia law. Medical record copying is performed by a contracted independent company and you will be billed by them for medical record copying.

### ❖ **How do I obtain a medical report or form?**

Requests for medical reports must be submitted in writing, indicating the reason for the request, the information to be included, and to whom the report should be sent. Reports, forms and letters require at least 10-14 business days for completion, after we have received all necessary information and releases. If you request a letter, legal or disability report or other narrative report, a fee will be charged. A fee will also be charged to complete forms, such as disability forms, DMV forms, Metro Access forms and FMLA forms. The fees vary and must be paid before the report is prepared. Please contact our office for the current fee schedule. Expedited forms may be subject to an additional charge.

For disability and FMLA forms, you will also be given a Disability/Work Capacity form, which you must complete in advance, outlining your disability, the date of onset of your disability, any work or other restrictions you experience, the date you stopped working, and the reasons why you consider yourself disabled. All determinations of disability will be made by your doctor. Your doctor may require an office visit to complete your forms. Disability forms will not be completed if your doctor does not consider you disabled. A written authorization form must be received from you or your legal guardian before any information can be released, in accordance with HIPAA regulations.

### ❖ **What about X-ray and MRI films?**

We do not store or keep your x-rays, MRI films or computer discs for tests not done in our office. We cannot accept discs or x-ray films prior to your appointment or keep them after your appointment. Please bring your discs or x-ray films to your initial visit and follow-up appointments for your doctor to review. These will be returned to you after your visit. You should store these at home.

## ❖ **Telephone Case Management Services**

The Neurology Center of Fairfax, Ltd. has nurses who may provide telephone case management services. These nurses consult with your neurologist and will convey medical decisions to you or to other health providers. You may be charged for case management services provided by telephone. Depending on your problem, it may be necessary for you to make an appointment with your neurologist or physician extender to review your neurological problems or with your family doctor for other problems.

Many patients call frequently with lengthy questions and medical assistance needs. Rather than increase fees to all patients to cover the costs of telephone services for only some patients, the Neurology Center of Fairfax, Ltd., may charge for telephone calls and other case management services in accordance with the American Medical Association Current Procedural Guidelines for those services. Charges will be based on the length of the telephone calls and the nature of the medical services provided. Infrequent and brief calls will not be charged. If your health plan requires an insurance referral for these telephone or case management services, it is your responsibility to obtain the referral.

## ❖ **Workers Compensation and Auto Accidents**

We do not generally accept Workers Compensation cases or automobile accident cases for direct patient care. These are accepted for testing only patients.

If you have Workers' Compensation coverage, it is your responsibility to provide our staff with written confirmation of coverage, so that we may obtain prior authorization for all services. No service can be provided without prior written authorization from your Workers' Compensation carrier.

If your care is due to injuries sustained in an automobile accident, you are responsible for keeping your account current. Many insurance companies do not permit us to file for coverage under your health insurance plan when you have been involved in an accident.

## ❖ **Social Media**

Because social media are not HIPAA compliant and do not provide medical privacy, the Neurology Center of Fairfax, Ltd. does not have social media presence. For the same reasons, our providers and employees are not permitted to "friend" patients on social media.



❖ **The Neurology Center of Fairfax, Ltd.**

At the Neurology Center of Fairfax, Ltd., we are working to help you achieve and maintain optimal neurological health. Your active involvement in your care is important in your diagnostic and treatment program.

We attempt to provide professional and courteous care at all times. The physicians and the entire staff are concerned about you, and we are always receptive to any suggestions you may have for improving our practice. Should you have any comments about any of the services provided to you, please let us know. Only in this way can we ensure that high quality, prompt and courteous services are available to our patients.

Thank you for selecting our office for your neurological care. We appreciate this opportunity to serve you.

JAMES P. SIMSARIAN, MD  
ROBERT N. KURTZKE, MD  
ROBERT RICHARD, MD  
MARCO D. CASTRO, MD  
RICHARD C. SEESTEDT, Jr., MD  
AMY R. STONE, MD  
MARK C. TeKRONY, MD, Ph.D.  
CANDACE V. BRYAN, MD  
RICHARD L. CHO, MD  
MATTHEW R. CHURCHILL, MD  
RANDOLPH R. STEPHENSON, MD  
NICOLE A. DIETZ, MD, Ph.D.  
MEAGAN A. ADAMSON, DNP,FNP-BC

**Thank you for your confidence.**

**We are pleased to be your neurologists.**

Our board-certified neurologists are widely respected by their peers as authorities on the diagnosis and treatment of neurological disease. Each of our neurologists provides patient-focused, world class medical care across the entire spectrum of neurological diseases. While each of our physicians maintains interest and expertise in all areas of neurology, many have additional subspecialty areas of interest, training, and certification.

Our neurologists are routinely recognized by our patients and peers as Top Doctors in various publications:

- √ Best Doctors ®
- √ Castle Connolly Guides: America's Top Doctors ®
- √ Washingtonian Magazine
- √ Northern Virginia Magazine
- √ Super Doctors: The Washington Post Magazine
- √ Super Doctors, Rising Stars: The Washington Post Magazine
- √ Angie's List

**TO SCHEDULE AN APPOINTMENT CALL:  
703-876-0800**

**Fairfax Office:**

3020 Hamaker Court  
Suite 400  
Fairfax, VA 22031

**Reston Office:**

1830 Town Center Drive  
Suite 305  
Reston, VA 20190

**Websites: [neurologycenteroffairfax.com](http://neurologycenteroffairfax.com)  
[sleepdiagnosticandtreatmentcenter.com](http://sleepdiagnosticandtreatmentcenter.com)**

## **Our Neurologists treat all neurological disorders**

### **❖ Fairfax Office**

James P. Simsarian, MD

Multiple Sclerosis  
Memory Disorders

Robert N. Kurtzke, MD

Electromyography and Nerve Conduction studies  
Neuromuscular Disease

Marco D. Castro, MD

Neurophysiology  
Epilepsy and Electroencephalography

Richard C. Seestedt, Jr., MD

Stroke  
Neuropathy

Amy R. Stone, MD

Neurotoxin Treatment  
Electromyography and Nerve Conduction studies

Candace V. Bryan, MD

Neuropathy  
Headache  
Memory Disorders and Alzheimer's Disease

Matthew R. Churchill, MD

Headache  
Neck and Back pain  
Gait and Balance disorders

Randolph R. Stephenson, MD

Parkinson's disease and Movement Disorders  
Neurotoxin Treatment

Nicole A. Dietz, MD, PHD

Parkinson's disease and Movement Disorders  
Neurotoxin Treatment

Meagan A. Adamson, DNP, FNP-BC

Multiple Sclerosis  
Headaches  
Memory Disorders

### **❖ Reston Office**

Robert Richard, MD

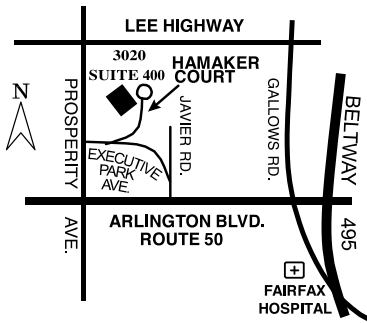
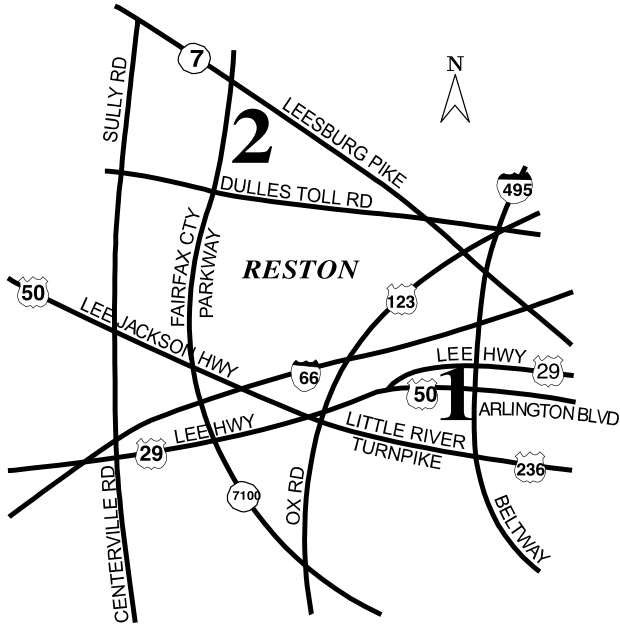
Electromyography and Nerve Conduction studies  
Neuromuscular Disease  
Epilepsy

Mark C. TeKrony, MD, PHD

Neurotoxin Treatment  
Electromyography and Nerve Conduction studies  
Neuromuscular Disease

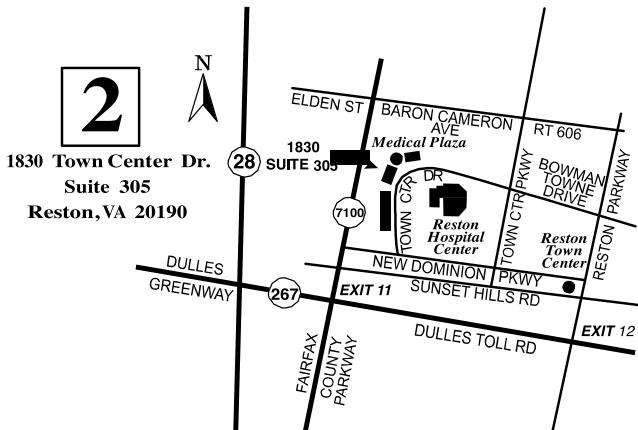
Richard L. Cho, MD

Sleep Disorders  
Headache



**1**

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Fairfax, VA 22031



**2**

1830 Town Center Dr.  
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