

PATIENT INFORMATION GUIDE

Thank you for selecting the Center for Urologic Care of Berks County! We offer the most comprehensive urologic care of any practice in the region which allows us to provide outstanding care.

This brief guide has been prepared to help you become better acquainted with our office.

- **Insurance Cards** - We will ask to see your insurance cards each time you check-in. While we understand this may be an inconvenience, it ensures that we have the most accurate information about our insurance plans.
- **Co-Payments** – Office policy requires that we ask for co-payments at the time of check-in. *Please remember that any co-payments are a requirement of your insurance plan and we are obligated to collect them. You are expected to pay your co-pay each time it is required.* We also ask for outstanding balances at check-in. If you have any questions about your bill or need to set up a payment scheduled, a representative from our billing department is available to meet with you. For your convenience, we also accept MasterCard, VISA and Discover credit cards.
- **Referrals** – Patients whose insurance companies require referrals need to make sure their primary care physician has given our office the necessary referral. If you do not have a referral and your condition permits, we reserve the right to reschedule your appointment until you have a proper referral.
- **Berks Urologic Surgery Center (BUSC)** – BUSC is a licensed, AAAHC accredited ambulatory surgery center located in Suite 210 of this building. It is the only urology specific ambulatory surgery center in the State. It allows us to provide high quality care in an environment which is identical to hospital operating rooms in sterility and safety. If you have a procedure at BUSC you could receive three different billing statements for any amounts owed (including co-insurance or deductibles). One would be from BUSC for the facility fees (which is similar to what you would receive if an outpatient procedure was done at the hospital), a statement for professional services from our physician or CRNP and a statement from Reading Anesthesia for their professional services (if applicable).
- **Pathology** – We currently have an onsite, licensed, Pathology Lab. If your urologist orders a urine cytology in the office or if a prostate biopsy or other surgical specimen is taken at Berks Urologic Surgery Center, the specimen may be sent to our pathology lab. Our lab prepares the slide and then a Board Certified Pathologist affiliated with our group (either Dr. Peter Christ or Dr. George Connerton), will interpret the slide and prepare a report. They will submit a charge to your insurance company under Center for Urologic Care’s billing number.
- **After Hours Telephone, Prescription, Emergency Care Policy** – Our Physicians are committed to providing high quality patient care and there is always a physician, from our group, on-call for evenings, weekends and holidays to care for urgent or emergent problems when our office is closed.
 - When our office is closed if you feel you are having an emergency, that is serious or potentially life threatening, please call **911** immediately.
 - If your problem is urgent (but is not an emergency) please call our office at (610) 372-8995 and the answering service will pass your message on to the on-call physician.
 - If you believe your problem can wait until the office re-opens for normal business hours, it is best that you call back at that time. *It is our practice’s policy to not refill medication requests when the office is closed.*