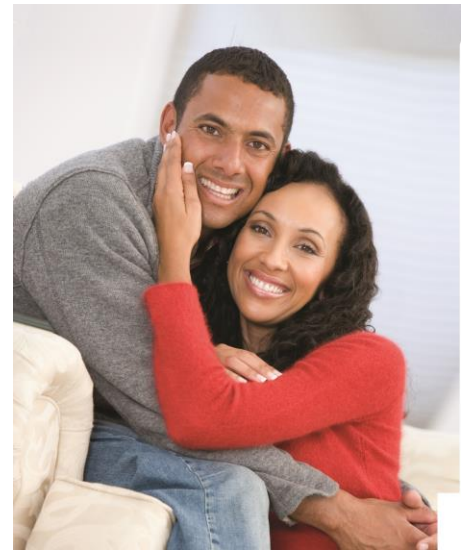


VIRGINIA UROLOGY

804-330-9105 www.uro.com



medical record will be reviewed before prescribing any medication. Good medical care may require that you be examined by a physician before a prescription is refilled. Please allow two business days for your prescription request to be processed.

APPOINTMENTS

Appointments can be made through the secure patient portal located on www.uro.com. We encourage utilization of the portal to schedule appointments at your convenience or you may call the office at 804-330-9105 during business hours.

Our offices are open to serve you Monday through Thursday from 8:30 a.m. to 4:30 p.m. and Fridays from 8:30 am until noon.

Our Stony Point office is open Friday afternoon and Saturday morning for urgent care appointments.

Should you need to change your scheduled appointment, please contact our office at least 24 hours in advance to avoid a cancellation fee.



Please bring the following items to your appointment:

- Insurance Card
- Copayment and referral, if required by your insurance company
- Photo ID
- List of current medications test results
- Copies of pertinent x-ray and diagnostic

24/7 PATIENT PORTAL

We encourage all patients to set up an account on the patient portal to ensure secure communication between us at all times. Visit www.uro.com to create an account at your earliest convenience. Through your 24/7 secure account you will be able to schedule appointments, request prescription refills and ask questions at your convenience. Our portal is monitored during regular business hours by our nursing staff.

PRESCRIPTIONS

Please request prescription refills through the patient portal or your pharmacy. The pharmacist will contact us for approval.

Please note: For your safety, your



URGENT SERVICES DURING Working Hours:

Call the Virginia Urology office at 804-330-9105. Our staff will promptly confer with the physician to assess your situation and determine the best course of action.

AFTER Working Hours:

Call our office at 804-330-9105 and you will be advised of the doctor's exchange number.

In the event of a serious emergency, call 911 or go to the nearest hospital emergency department.



Urodynamic Evaluation

This diagnostic procedure includes bladder pressure measurement, urine flow rate, and the evaluation of muscles which control urination. A urodynamic evaluation may be suggested for the patient suffering from urinary incontinence.

X-ray

The x-ray produces an image of the urinary tract, including the kidneys, ureters, bladder, and urethra to assist in determining functional and/or anatomical abnormalities.

Radiology

X-rays, CT scans, MRIs and some ultrasounds are read by Virginia Urology radiologists who specialize in urologic radiology. Their knowledge and the expertise of our staff allows us to provide superior imaging and interpretative expertise.

DIAGNOSTIC SERVICES

Our practice is actively involved in clinical research, allowing patients the opportunity to enroll in numerous clinical trials. Our specialized research department is often selected to be a site for some of the most sought after studies in the U.S. In addition, many of our doctors are active in their own clinical research. These internal studies are submitted and overseen by an Institutional Review Board.

HOSPITALS

Virginia Urology physicians are privileged to practice at major hospitals in Richmond.

DIAGNOSTIC SERVICES

For our patients' convenience, Virginia Urology offers a wide range of in-office diagnostic procedures including:

Computerized Tomography

Often termed a CT or CAT scan, this procedure digitally records a series of x-ray images that generate a sectional view of the abdominal organs. CT scans help detect stones, tumors or other medical problems.

Cystoscopy

An internal examination of the bladder using a telescope-like instrument with a powerful light. Cystoscopy also aids in the diagnosis of kidney and urethra problems and infections.

Magnetic Resonance Imaging (MRI)

MRI is a diagnostic technique that uses magnetic fields and radio waves to produce a detailed image of the body's soft tissue and bones.

Molecular Pathology

The most advanced and sensitive urine tests available are utilized in our pathology laboratory. Patients will have results in a timely manner since testing

is done on site.

Pathology

Virginia Urology's board certified pathologists have extensive training and expertise in urologic pathology and molecular pathology. Our pathologists are very specialized, examining at least 8 times more urological samples than a hospital-based pathologist. Our pathologist's allow us the opportunity to be at the forefront of diagnostics in the field of urology.

Ultrasound

A diagnostic examination that utilizes sound waves to create an image of the internal organs. An ultrasound is used to detect abnormalities in internal organs.





VIRGINIA UROLOGY SURGERY CENTER



INSURANCE

Virginia Urology participates with most major insurance plans. As a courtesy to our patients, our staff will automatically file your insurance claims. Please provide us with all necessary insurance information, including the name and address of your insurance company and your policy number. All patients are requested to pay any copayments, co-insurance or deductibles at the time of service.

If your insurance company requires a referral, please make sure to obtain this from your primary care physician prior to your appointment.

If you are uninsured, or experiencing

financial difficulties, payment arrangements can be made available for qualified patients. Contact the Patient Accounting Office at 804-287-1030 for additional information.

If you have any questions regarding your billing statement from Virginia Urology, please call our Patient Accounting Office at 804-287-1030, Monday through Thursday from 8:00 am to 4:00 pm, or Friday 8:00 am to 12:00 noon.

Your billing questions can also be answered online via email or instant chat. Just visit www.vupc.patientbillhelp.com.

Advanced surgical procedures and sophisticated new medical techniques have made it possible for many patients to receive surgical treatment and return to the comfort of their own home – on the same day. Not only does this eliminate the anxiety of overnight hospitalization, it also minimizes disruption in daily life and significantly reduces medical costs. Virginia Urology Surgery Center is an outpatient surgical hospital that specializes in genitourologic surgery. The staff includes a team of highly qualified urologic subspecialists, skilled surgical nurses, recovery room nurses, anesthesia specialists and anesthesiologists who will help you and your family feel at ease.

The fully equipped operating suites are licensed by the State of Virginia and are fully accredited by the Accreditation Association for Ambulatory Health Care, Inc.



Urology • Gynecology • Urogynecology • Physical Therapy

Virginia Urology Women's Health is the only dedicated center in Richmond that offers the most comprehensive approach for the treatment of female pelvic disorders. Our experts treat women with conditions such as incontinence, pelvic pain, pelvic organ prolapse and any other urological or gynecological issue. Our center includes urologists and gynecologists who have specialized and been certified in the newest specialty of Female Pelvic Medicine and Reconstructive Surgery, nurse practitioners and physical therapists who specialize in women's pelvic health.

