

OFFICE HOURS and LOCATIONS

(301) 927- 7800 (Option 7)

FAX: 301-209-9474

8:00AM - 8:00PM / Monday - Friday

9:00AM - 3:00PM / Saturday & Sunday

www.doctorlilly.com

Patients will be seen by appointment only.

? **HYATTSVILLE**

5804 Baltimore Avenue

Hyattsville, MD 20781

9:00 AM - 8:00 PM/ Monday - Friday

8:00 AM - 3:00 PM/ Saturday & Sunday

? **HYATTSVILLE**

5806 Baltimore Avenue

Hyattsville, MD 20781

9:00 AM - 4:00 PM/ Monday – Friday

8:00 AM –3:00 PM/ Saturday & Sunday

? **RIVERDALE**

5711 Sarvis Avenue, Suite 302

Riverdale, MD 20737

9:00 AM - 4:00 PM/ Monday - Friday

? **BOWIE**

14300 Gallant Fox Lane, Suite 126

Bowie, MD 20715

9:00 AM - 4:00 PM/ Tuesday & Thursday

9:00 AM - 5:00 PM/ Wednesday & Friday

? **CROWNSVILLE**

Mental Health Concerns

1306 Eva Goude Drive

Crownsville, MD 21032

410-849-5631

By Appointment / Monday – Friday

**HANDICAP ACCESS AVAILABLE IN
ALL OF OUR LOCATIONS**

ADMINISTRATION - (301) 927-7800 (Option 4)

FAX: 301-927-0375

9:00 AM until 4:00 PM MONDAY - FRIDAY

Our patient's care is our first priority. If you have any comments, concerns, or questions about our staff, office procedures, or your visit, please call our administrative office.

**** Please let us know how we are doing.****

Please fill-out our patient survey with any comments or suggestions.

BILLING - (301) 927-7800 (Option 4)

9:00 AM until 4:00 PM MONDAY - FRIDAY

Any questions regarding your regular billing, worker's compensation, auto, or liability account should be addressed to the above number.

Check your statement carefully when you receive it. Let us know promptly if there is a problem so that we may assist you.

Balances and Deductibles are due within 30 days of the receipt of your billing statement. Co-pays and past-due balances are required at the time of service.

We are contractually obligated to collect any co-pay, do-insurance and / or deductible and cannot "write-off" any portion of these debts. In addition, your contract may require that we report any willful non-payment of co-insurance, co-pays or deductibles to you insurance carrier.

No exceptions.

Any balance over 180 days old will be referred to a Collection Agency and will no longer be handled by this office.

Cell Phones

No cell phones beyond the waiting room due to sensitive medical equipment. Thank you.

J. Richard Lilly, M.D.

& Associates

301-927-7800

www.doctorlilly.com

Revised 5/23/13



J. RICHARD LILLY, MD ABFP
AND ASSOCIATES, PC

J. Richard Lilly, M.D. & Associates

Thank you for choosing us as your total family health care provider, specializing in pediatrics through geriatrics. We are committed to your treatment being successful. In this brochure, we have provided valuable information to help insure that we achieve this objective.

MISSION STATEMENT

At J. Richard Lilly M.D. and Associates, we are committed to providing excellent quality comprehensive health care as your Patient Centered Medical Home, and emphasize preventative medicine while reducing costs through disease prevention and coordination of care to the patients we serve. The Medical Home Model Practice provides enhanced patient experience of care, including increased quality, satisfaction and healthier patient populations. We are focused on being the best Medical Support System for each individual patient. We believe in cultivating a long lasting relationship of doctor and patient to promote a healthier you. We deliver this care in a warm and welcoming environment and incorporate modern technology in our practice at all levels. The dedicated clinician and non-clinician staff at J. Richard Lilly, M.D. and Associates work together as a team. We are focused on providing our patients with the highest quality medical care while paying close attention to, and nurturing each patient's individual needs.

OFFICE PHONE DIRECTORY

(301) 927-7800

www.doctorlilly.com

Press the following extensions:

- 1 DOCTORS / HOSPITALS / MEDICAL PERSONAL
- 2 APPOINTMENTS / REFERRALS / CANCELLATIONS
- 3 LAB RESULTS / PRACTITIONER / MA / MED REFILLS
- 4 BILLING
- 5 ALL OTHER MATTERS

Medical Emergencies after hours.....301-552-0800 direct line to answering service at Doctors Hospital.

The answering service will relay the information concerning your need to the doctor on call. A return call will be made to you. If your call has not been returned for any reason please call the answering service again.

*****For medical emergencies call 911** or go to the nearest emergency room and notify your Insurance Company. Notify our office within 48 hours.

PROFESSIONAL MEDICAL STAFF

J. Richard Lilly, M.D.,A.B.F.P.,F.A.A.F.P.

Hyattsville/ Bowie Office
Family Practice (English)

Elizabeth A. Lilly, M.D., A.B.P.N.
Crownsville Office
Psychiatry (English)

Eduardo Flores, M.D.
Riverdale Office
Internal Medicine (English / Spanish)

Shaaron Towns, M.D., A.B.P.
Hyattsville Office
Pediatrics (English / Spanish Assistant)

Smita Patel, M.D.
Hyattsville Office
Internal Medicine (English / Hindi)

Safia Tasneem, M.D., A.B.F.P.
Hyattsville /Riverdale Office
Family Practice (English / Hindi / Urdu)

Luke Terry, M.D., A.B.I.M.
Bowie Office
Internal Medicine (English)

Chinma Njoku, C.R.N.P, FNP
Hyattsville / Bowie Office
Family Practice (English / Igbo)

Wennifer Wiggins, MSN, A.P.R.N.,BC-FNP
Riverdale / Hyattsville Office
Family Practice (English)

Deborah Okonofua, A.P.R.N., DNP
Hyattsville Office
Family Practice (English / Yoruba)

Rosalee Townsend, C.R.N.P.
Hyattsville Office
Family Practice (English)

Melvin Scott, C.R.N.P, FNP
Hyattsville Office
Family Practice (English)

Agnes Brinley, C.R.N.P
Hyattsville Office
Internal Medicine (English/Korean)

APPOINTMENTS and REFERRALS (Option 2)

For your convenience, all appointments and referrals for all locations are made from our appointment center.

**We are available to make appointments and referrals from
8 AM - 8 PM Monday - Friday
Saturday & Sunday 9 AM - 3 PM.**

- All office visits are by **appointment only**.
- All form completion by **appointment only**.
- Appointments are necessary for **non physician** visits. Example; blood work, EKG, blood pressure checks, and injections.

CANCELLATIONS & NO SHOWS

All cancellations or no shows without 48 hour notice will be charged a fee, \$50 for an appointment and \$100 for a special test and must be paid on or before the next scheduled visit.

LATE POLICY

We see patients by appointment. When our patients arrive on time, it helps the providers stay on schedule. If you arrive more than 10 minutes late for an appointment, as a courtesy to our other patients, you may be asked to reschedule. If you are a new patient and here for your initial visit, we can not extend a late arrival grace period. All new patients are asked to arrive 15 minutes prior to their appointment time to allow additional time for gathering all the needed information. We realize staying on time in the doctor's office is often a frustration for the physician, the office staff and for you the patient. We appreciate your understanding.

MEDICATIONS and REFILLS (Option 3)

Medication refills are issued **only** during the hours of 9am to 5pm, Monday-Friday. Please call your pharmacy for refills, do not contact the office. If your insurance requires authorization for medications or referrals, please allow 72 hours.

Chronic medical conditions will require an office visit every 3 months unless stated otherwise by your practitioner.

LABORATORY AND DIAGNOSTIC TEST RESULT(Opt. 3)

Please take into consideration that some tests take up to **two weeks** for results. If you need to speak with someone concerning your results, please direct all inquiries to 301-927-7800 Opt. 3. All laboratory tests must be ordered by one of our practitioners.

MEDICAL RECORDS (Option 4)

New Patients: Please ask for a "Records Release Form" to request your records from your previous physician.

*If you are requesting a copy of your medical records from here to be sent to another facility, this will be done by Health Port. You will be billed separately by them.