



Family Practice Internal Medicine Pediatrics

*Primary Care for the whole family
Dedicated to providing quality care*

PROFESSIONAL MEDICAL STAFF

J. Richard Lilly, M.D., A.B.F.P., F.A.A.F.P.
Hyattsville / Bowie Office
Family Practice (English)

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

Jay Stern, M.D.
Hyattsville Office
Internal Medicine (English)

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

Ashley Willis, M.D.
Hyattsville Office
Family Practice (English)

Agnes Floyd CRNP
Riverdale Office
Internal Medicine (English / Korean)

Chinma Njoku, DNP, CRNP
Hyattsville / Bowie Office
Family Practice (English / Igbo)

Rosalee Townsend, CRNP
Hyattsville Office
Family Practice (English)

Prudence Mancho, CRNP, FNP
Hyattsville Office
Family Practice (English/French)

Leah Nelson, CRNP
Hyattsville Office
Family Practice (English)

Lilieth Occenad, CRNP, FNP
Riverdale Office
Family Practice (English)

Anita David, CRNP
Hyattsville Office
Family Practice (English Tamil, Malayalan)

Brigid Prosser, CRNP, FNP
Hyattsville Office
Family Practice (English/Spanish)

Audrey Harris, CRNP
Hyattsville Office
Family Practice (English)

OFFICE HOURS and LOCATIONS
(301) 927-7800
FAX: 301-209-9474
8:00 AM - 8:00 PM • MONDAY - FRIDAY
9:00 AM - 3:00 PM SATURDAY & SUNDAY
www.doctorlilly.com

Patients will be seen by appointment only.

HYATTSVILLE
5804 Baltimore Avenue
Hyattsville, MD 20781
7:30 AM - 8:00 PM / Monday - Friday
9:00 AM - 3:00 PM / Saturday & Sunday

HYATTSVILLE
5806 Baltimore Avenue
Hyattsville, MD 20781
7:30 AM - 4:00 PM / Monday - Friday
9:00 AM - 3:00 PM / Saturday & Sunday

RIVERDALE
5711 Sarvis Avenue, Suite 302
Riverdale, MD 20737
9:00 AM - 5:00 PM / Monday - Friday

BOWIE
14300 Gallant Fox Lane, Suite 126
Bowie, MD 20715
9:00 AM - 5:00 PM / Monday - Friday

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

J. Richard Lilly, MD & 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 PERSONNEL
- 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 and be sure to make your follow up visit.

ADMINISTRATION: (301) 927-7800 (Option 4)
FAX: 301-927-0375
9:00 AM UNTIL 5:00 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 5:00 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, co-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 your 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, MD & Associates

301-927-7800
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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
7:30 AM - 8 PM Monday - Friday
Saturday 9 AM - 3 PM & Sunday 9 AM - 2 PM.

- All office visits are by **appointment only**.
- All form completion: Bring your form to your visit and give to the MA prior to seeing the provider.
- Appointments are necessary for **non physician** visits. Example; blood work, EKG, blood pressure check, and injections.

CANCELLATIONS & NO SHOWS

All cancellations or no shows without 48 hour notice will be charged \$50 and \$100 for a specialty test or contracted co-pay 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 to stay on schedule. If you arrive more than 10 minutes late for an appointment, you may be asked to reschedule. If you are a new patient and here for your initial visit, we cannot 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 of the needed information.

MEDICATIONS & REFILLS (Option 3)

Medication refills are reviewed during the hours of 9am to 5pm, Monday-Friday. Requests are filled within 24-48 hours.

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

FORMS

A visit is required for form completion. Forms may take up to 2-4 days to be completed after your visit if lab work is required. You may be referred out if needed for additional clearance.

LABORATORY & DIAGNOSTIC TEST RESULTS (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, 9am to 5pm Monday - Friday. All laboratory tests must be ordered by one of our practitioners.

MEDICAL RECORDS

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 CIOX. You will be billed separately by them.