



Thank You for choosing the **MedStar Colorectal Surgery Program**. Our goal is to provide exceptional service one patient at a time.

Please arrive **30 minutes** prior to your scheduled appointment with completed paperwork and referral. If you arrive 15 min(s) late you may be rescheduled or have to wait.

Co-Payment Methods Accepted: Exact Change, Credit Cards & Checks

Appointments: We kindly ask that patients to arrive on time for the scheduled appointment. **New patients must arrive 30 minutes prior to their appointment** to complete registration. Please make sure all the paperwork that was mailed to you is **completed prior to your appointment**. Patients that arrive more than 15 minutes late for their scheduled appointment time may be asked to wait or re-schedule their appointment. At the time of check-in, please notify staff of any changes in personal information, including insurance changes.

Previous Studies: Please bring any previous test results/reports (lab, colonoscopy, pathology, or radiology reports and/or radiology CDs, procedure reports, or medical office notes) that were performed in correlation to your appointment today.

Referrals: Some insurance companies require patients to have referrals or prior authorization to see specialists. **It is the patient's responsibility to know if a referral is needed and whether the specialist is in their insurance network.** Please be sure to have a hard copy of any referrals when arriving to scheduled appointments.

Billing: The Section of Colon and Rectal Surgery department at MedStar Washington Hospital Center, POB N-2100 office, is a hospital-based outpatient clinic. You will receive separate bills for physician facility/hospital services. Please consult your insurance company for questions referring to MedStar Hospitals and Physician billing.

Medical Records: The completion of a medical release form is required for all records being transferred. There may be a fee for all medical records transferred to outside facilities other than physician facilities.

Documentation: The MedStar Health may charge a fee for the completion of outside paperwork. This includes, but is not limited to, Disability Forms, Handicapped Parking

MedStar Colorectal Surgery Program

MedStar Washington Hospital Center

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202-877-8484 **PHONE**

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Brian L. Bello, MD
Sara Berkey, MD
Andrea Greetham, DNP

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Jennifer M. Ayscue, MD
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Applications and FMLA Forms. Our office will inform you what the charges will be. **Payments can be made by cash or check only. Once payment is received, you can expect a 10-14 business day turn-around time.** These forms will not be completed during an office visit or as a walk-in service. There is no charge for a Return to Work Note or Letters of Medical Necessity. However, if your employer requires a specific form to be used, there could be a charge. If you have any questions, please contact the office staff.

Please bring the following information with you:

- 1) All health insurance cards
- 2) A list of all medications
- 3) Picture identification
- 4) Name, phone number, and address of all physicians related to your care
- 5) All guarantor information and insurance subscriber information
- 6) Treatment referral if required. This is usually necessary if you have any of the following insurance plans: Aetna HMO, Cigna HMO, Optimum Choice, CareFirst Blue Choice, MDIPA, and Kaiser. If unsure, please check with your insurance carrier.
- 7) Your pharmacy name and phone number

Parking and Directions:

MedStar Washington Hospital Center: For directions call 202-877-8484. We recommend the Pavilion II Physicians Office Building Garage), which is immediately adjacent to our office. The Pavilion I parking lot is across the street from the hospital and can be used if the Pavilion II lot is full.

MedStar Health at Lafayette Center: Parking garage is available underneath the building. Please park for Building 2. Office is on the 6th floor.

If you have any further questions or concerns, then please call our main number at 202-877-8484.

Thank you.

