

## About Your Provider

### ALAN G. STERN, MD, FACR, FACP



Dr. Stern received his medical degree from Jefferson Medical College in Philadelphia. He trained in internal medicine and rheumatology at the Medical College of Virginia of Virginia Commonwealth University and completed fellowship training in Rheumatology at the University of Pennsylvania. In addition, he was awarded fellowships from both the Arthritis Foundation and the Arthritis National Research Foundation. Dr. Stern is board certified in internal medicine and rheumatology and is a certified clinical densitometrist (bone density specialist).

Dr. Stern has been actively involved in arthritis and osteoporosis research. Additionally, he has published articles in medical journals related to his research.

### AMY TEAGUE, PA-C



Teague attended the University of Virginia in Charlottesville for her undergraduate degree. She received her physician assistant degree from Emory University School of Medicine in Atlanta.

## Patient Information



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ARTHRITIS AND OSTEOPOROSIS CENTER  
OF RICHMOND

Arthritis and Osteoporosis Center of Richmond

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# welcome ...

*Welcome to Arthritis and Osteoporosis Center of Richmond. It is our sincere desire to provide an environment of compassion, dedication and understanding to enable us to provide every patient with personalized treatment in the care of arthritis, osteoporosis and related conditions.*

## Services

- **Arthritis** refers to a group of over 100 medical conditions that affect your joints. Arthritis can cause pain, swelling and stiffness of your joints, making many of life's everyday activities a challenge. Proper evaluation of your arthritis is the first step towards obtaining an individualized treatment program.
- **Osteoporosis** is a bone disease that causes your bones to become more fragile and more likely to fracture or break. These fragility fractures, which may occur at the spine, hip or wrist, are often the first sign that an individual has osteoporosis.
- A **DXA or Bone Mineral Density Test** is the best test to predict the risk for future fragility fractures of the spine and hip. At Arthritis and Osteoporosis Center of Richmond, we offer a state-of-the-art DXA facility.

## Appointments

Our office is open Monday, 8 a.m. – 10:30 a.m., and Tuesday through Thursday, 8 a.m. – 4:30 p.m. Patients are seen by appointment. If at any point you feel that your condition requires attention before your scheduled appointment, please let us know and we will make every effort to accommodate you as quickly as possible. Please contact us 24 hours in advance if you need to cancel your appointment.

We are dedicated to providing each patient with as much attention as is required, and as such, we request you arrive as early as possible for your appointment. In order to provide you with the best possible care, we need the most up-to-date information about you. Please remember to bring your insurance card and a list of all medications you are taking.

## Prescription refills

If a medication is recommended for your treatment that requires periodic office visits and laboratory tests follow-up, it is extremely important to the success of your care that these tests be performed on schedule.

Additionally, Dr. Stern will only manage medications that are prescribed by our office. If you are in need of a refill, please contact your pharmacy and the pharmacy will send a fax request to the office. Prescription requests will not be taken over the phone. For prescriptions that require pickup from the office, you must provide a photo ID and will need to sign for the prescription.

## Telephone calls

Have a question? That's why we are here! Feel free to call us Monday through Friday, 8 a.m. – 5 p.m. Our staff will make every effort to answer your call. If all of our staff are assisting patients and you receive voice mail, please leave your name, date of birth, two telephone numbers where you may be reached, and a brief description of your medical problem so that we may process your call promptly.

Since our physician is caring for patients, only in the event of an urgent medical situation will the physician be called to the telephone immediately.

## Emergencies

For emergencies, our physician is available to you 24 hours a day. You can call our main office number at 804-217-9601, and after hours you will be transferred to our on-call physician service. ***If at any time you are experiencing a life-threatening emergency, call 911.***

## Medical records

Your records are confidential and will not be released without signed consent from you.

## Referrals

A primary care physician is an important first step to ensure an effective and coordinated approach to your overall health care. Whether your primary care physician has referred you to our office for arthritis, osteoporosis or a related condition, or you are coming independently, it is important that you send all relevant medical records and recent X-rays to our office before your first visit.

## Insurance and payment information

We accept most insurance plans, including Medicare. Many plans require that you make a co-payment at the time of your visit. For self-pay patients, payment is expected in full at the time of service. To make payment as easy as possible for you, we accept cash, checks, Visa and MasterCard. Patients may contact the practice manager to discuss options for financial assistance. If you have any questions regarding your bill, please contact our business office at 804-521-9300 or 800-732-7072.