

## About Your Physician

### STEPHEN G. READ, MD



Dr. Read received his medical degree from the University of Virginia and completed his residency at St. Margaret Memorial Hospital in Pittsburgh, Pennsylvania. He is board certified in Family Medicine.

### JOYNITA ROBINSON NICHOLSON, DO



Dr. Nicholson received her medical degree from Ohio University College of Osteopathic Medicine and completed her residency at Cuyahoga Falls General Hospital in Ohio. She is board certified in Family Medicine.

### ANDREW D. COOK, MD



Dr. Cook attended Vanderbilt University for his undergraduate degree. He received his medical degree from the University of Massachusetts Medical School and completed his family medicine residency at the Maine Medical Center. Dr. Cook is board certified in Family Medicine.

## Patient Information



**BON SECOURS MEDICAL GROUP**  
Bon Secours Richmond Health System

Good Help to Those in Need®

good care

BROOK RUN FAMILY PHYSICIANS

### Brook Run Family Physicians

One Colonial Place at Virginia Center Commons  
10571 Telegraph Road, Suite 210  
Glen Allen, VA 23059

Office: 804-266-7611  
Fax: 804-262-8377

Telephone Hours: Monday – Friday, 7 a.m. – 7 p.m.

[richmond.bonsecours.com](http://richmond.bonsecours.com)



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# welcome ...

Welcome to Brook Run Family Physicians. It is our sincere desire to give you the best health care possible. We specialize in family medicine, and provide compassionate primary care through all stages of life.

## Services

Some of our comprehensive services include:

- Annual physicals
- Chronic care for diseases such as diabetes, hypertension and obesity
- Senior care
- Women's services, including Pap smears
- Sports physicals and back-to-school physicals
- Well-child care and immunizations

## Appointments

Our office is open Monday through Friday, 8 a.m. to 5 p.m. Patients are seen by appointment. In most circumstances, we can accommodate same-day appointments upon your phone call. Please contact us if you need to cancel your appointment. Failure to cancel your appointment 24 hours in advance may result in a fee.

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.

## Medical Records

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

## Prescription refills

For your convenience, refill requests for medications other than controlled drugs may be requested through your pharmacy, and your pharmacy will submit the request to us. Medication refill requests should be made during normal business hours. We require 48 hours to process refill requests. We are not able to provide medication requests after hours.

Please remember that in certain situations, appropriate medical care requires the benefit of a patient examination before a prescription can be filled.

## Telephone calls

Have a question? That's why we are here! Feel free to call us Monday through Friday, 7 a.m. – 7 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 physicians are 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 physicians are available to you 24 hours a day. You can call our main office number at 804-266-7611, 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.***

## Referrals

If your physician has referred you to a specialist, we request 72-hour notice for processing referrals, except for emergencies.

## 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 it 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.