

About Your Physician

RANDALL MORRIS, MD, FAAP



Dr. Morris received his medical degree from Virginia Commonwealth University School of Medicine and completed his residency at the Medical College of Virginia in Richmond, Virginia. He is board certified in Pediatrics and in Internal Medicine.

SHERRI JACKSON, MD



Dr. Jackson Attended Morgan State University in Baltimore, Maryland for her undergraduate degree. She received her medical degree from the University of Maryland School of Medicine and completed

her residency with Virginia Commonwealth University Medical Center. Dr. Jackson is a member of the American Medical Association and the American College of Physicians. She is board certified in Internal Medicine.

DEBORAH GLEASON-MORGAN, RN, MSN, CPNP



Deborah Gleason-Morgan, our Nurse Practitioner, received her Bachelor of Arts in Psychology from Bucknell University. She attended Duquesne University for her Bachelor of Science in Nursing and received her

Nurse Practitioner degree from the University of Pittsburgh. Ms. Gleason-Morgan is certified by the American Academy of Nurse Practitioners.

Patient Information



BON SECOURS MEDICAL GROUP
Bon Secours Richmond Health System

Good Help to Those in Need®

good care

CROSSRIDGE PEDIATRICS
& INTERNAL MEDICINE

CrossRidge Pediatrics & Internal Medicine

10150 Staples Mill Road, Suite E
Glen Allen, VA 23060

(804) 755-7581
Fax (804) 755-7586
Telephone Hours: Monday–Friday, 7 a.m.–7 p.m.

www.richmond.bonsecours.com



BON SECOURS MEDICAL GROUP
Bon Secours Richmond Health System

Good Help to Those in Need®

Welcome...

Welcome to CrossRidge Pediatrics & Internal Medicine. It is our sincere desire to give you the best healthcare possible. We specialize in compassionate primary care of infants, children and adults.

Services

Our comprehensive services include:

- Pediatric & adult primary care
- Well check-ups and immunizations
- Annual physicals
- Treatment and management of chronic illnesses and acute disease such as diabetes, hypertension, and obesity
- Women's services, including pap smears
- Minor surgery and lesion removal
- Sports physicals and back-to-school physicals

Appointments

Our office is open Monday through Friday, 8:00 a.m. to 4:30 p.m. Patients are seen by appointment. In most circumstances, we can accommodate same day appointments upon your phone call. Please contact us 24 hours in advance if you need to cancel 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.

Medical Records

Your records are confidential and will not be released without a 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, 7:00 a.m. to 7:00 p.m. Our staff will make every effort to answer your call. If all of our staff are assisting patients and you receive voicemail, 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 (804) 755-7581, 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 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.