

About Your Physician

ROBIN DISLER, MD



Dr. Disler received her medical degree from Tufts Medical School and completed her residency at the New England Deaconess Hospital, Boston, MA. She is board certified in Internal Medicine.

SIDNEY JONES, MD



Dr. Jones received his medical degree from the Medical College of Virginia and completed his residency at the University of Alabama Hospital, Birmingham, AL. He is board certified in Internal Medicine.

ANDREW SCHUTRUMPF, MD



Dr. Schutrumpf received his medical degree from the Medical College of Virginia and completed his residency at the Strong Memorial Hospital, Rochester, NY. He is board certified in Internal Medicine.

About Your Physician

TIFFANI DENNIS, MD



Dr. Dennis received her medical degree from Creighton University and completed her residency at Virginia Commonwealth University in Richmond, VA. She is board certified in Internal Medicine.

CHRISTOPHER HAYES, MD



Dr. Hayes received his medical degree from State University of New York Upstate Medical University and completed his internal medicine residency at Virginia Commonwealth University School of Medicine. He is board certified in Internal Medicine.

KELLEY WHITE, MD



Dr. White received her medical degree from the University of North Carolina School of Medicine and completed her residency at the University of North Carolina Hospital, Chapel Hill, NC. She is board certified in Internal Medicine.

Patient Information



WEST END INTERNAL MEDICINE
Bon Secours St. Mary's Hospital

Good Help to Those in Need®

good care

WEST END INTERNAL MEDICINE

West End Internal Medicine

7001 Forest Avenue, Suite 2500
Richmond, VA 23230

804-282-7857
Fax 804-282-7899

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

bonsecours.com



WEST END INTERNAL MEDICINE
Bon Secours St. Mary's Hospital

Good Help to Those in Need®

welcome ...

Welcome to West End Internal Medicine

— Your Patient-Centered Medical Home.

It is our sincere desire to give you the best health care possible. We specialize in internal medicine and providing primary care through all stages of adult life.

Services

Our comprehensive services include:

- Annual physicals
- Chronic care for diseases such as diabetes, hypertension and obesity
- Senior care
- Women's services, including pap smears
- Minor surgery and lesion removal

Appointments

Our office is open Monday through Friday, 7:30 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.

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. to 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 804-282-7857, 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

If your physician has referred you to a specialist, we request 48-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. 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.

Patient-centered medical home

The Patient-Centered Medical Home is an approach to providing comprehensive primary care through all stages of life with a team of people who will care for your every need and navigate you through confusing healthcare issues.

- Take personal responsibility and accountability for ongoing care of patients
- Accessible to patients on short notice for expanded hours and open access scheduling
- Conduct consultations through MyChart and telephone
- Maintain updated electronic personal health record
- Conduct regular check-ups with patients to identify health crises, and initiate treatment/prevention measures before costly, last-minute emergency procedures are required

