

Pinky S. Tiwari, M.D.

Diplomate, American Board of Neurology

Diplomate, American Board of Electrodiagnostic Medicine



MISSION STATEMENT

To provide the highest quality care and treatment to our patients with neurological disorders.

Scurlock Tower

6560 Fannin St., Suite 1836

Houston, TX 77030

www.houstonmds.org

Phone: 713-790-1775

Fax: 713-790-1605

WELCOME

We appreciate your selection of our office for your neurologic condition. We wish to provide you with the best possible care and hope that this pamphlet will give you a clear understanding of our practice and policies.

BEFORE YOUR VISIT

When you call for an appointment, be sure to have all of your insurance information available. Please state whether this is your first visit or a return visit. This will assure proper scheduling to allow sufficient time for your evaluation and will minimize waiting time. We will be happy to verify your insurance benefits for you. You will need to obtain any necessary referrals from your primary care physician and bring the referral with you to your visit.

YOUR FIRST VISIT

We ask that you come 15-30 minutes before your scheduled appointment to give us time to get some of your medical history. We also ask that you bring your medical records with you if you have had a previous evaluation or treatment of your condition. **It is very important that you bring a list of your current medications including the name, dosage and prescribing physician to each visit.** We do our very best to adhere to your scheduled appointment time, however, because the practice of medicine often presents emergencies or unexpected patient concerns, there may be times we are running behind schedule. We realize that your time is very valuable and appreciate your patience and understanding if this should occur.

WHAT IS A NEUROLOGIST?

A neurologist is a medical doctor who specializes in disorders of the nervous system. Training for neurologists consists of college, medical school, and four to six years of specialized training in neurology. Neurologists see patients with disorders of the nervous system, including the brain, spinal cord, nerves, and muscles. Illnesses or injuries that may benefit from a consultation include:

- Numbness, tingling, or pain in arms or legs
- Weakness
- Neck and back pain
- Carpal tunnel syndrome
- Stroke/Transient Ischemic Attack (TIA)
- Seizure or Epilepsy
- Headache
- Multiple sclerosis
- Myasthenia gravis
- Immune disorders of the nervous system
- Tremor or other movement disorders
- Parkinson's Disease
- Memory loss and dementia
- Alzheimer's Disease

Neurologists do not perform surgery but do supervise the continuing treatment of their patients if surgery is necessary.

REFERRALS

If you are referred to our office by your doctor, please give us his or her name and address. If you have an HMO plan you will need to obtain a written referral prior to your visit from your Primary Care physician. Unless you indicate otherwise, we will send your doctor a written report of our findings and treatment. If you were referred to us by a patient, family member or friend, we would appreciate knowing that as well.

OFFICE INFORMATION

Our office is open from 8:30am to 5:00pm, Monday through Friday. All patients will be seen by appointment only. If there is an emergency, please let the receptionist know and she will advise you.

If you have an appointment and are unable to keep it, please let us know at the earliest possible time. We would appreciate at least 48 hours notice in order to make the time available to another patient.

TELEPHONE CALLS

The office number is 713-790-1775. The office staff will answer your questions about insurance and appointments. If you have a medical problem, the information will be relayed to the medical staff who will return your call at the earliest opportunity.

FEES

After each visit, you will receive an itemized statement for the services rendered. The statement you receive will serve as your record for income tax purposes. If you have any questions about the charges or your insurance coverage, please discuss them with the office staff.

PRESCRIPTIONS AND REFILLS

Prescriptions are carefully planned by the doctor so that there will be enough medication for you until your next office visit. In the event that your medication runs out before your next visit, you or your pharmacist may call or fax the office during regular office hours and request a refill authorization. Please schedule an appointment with our office for medication refill if it has been more than 1 year since the doctor has seen you.

PAYMENT POLICY

We accept cash, checks, MasterCard, Visa, Discover and American Express. Your deductible and coinsurance portion is expected in full at the time of services. You are directly responsible for payment of all charges for services rendered regardless of insurance coverage. Statements for hospital care are mailed monthly and accounts are due upon receipt. Accounts not paid in full within 60 days are considered delinquent and may be placed with a collection agency. If you have any concerns, please contact our Office Coordinator.

INSURANCE

If you provide our office with your health insurance information, we will assist you in reimbursement of your health insurance benefits. We will ask you to provide us with a copy of the front and back of any insurance cards prior to your visit so that we may verify benefits. You may fax these to our office at **713-790-1605**. We file most insurance claims for our patients, however, you will be expected to pay any co-payments, co-insurance, deductible or other non-covered amounts at the time of service. We participate in several insurance programs including various PPOs, HMOs, and Medicare.

ABOUT DOCTOR TIWARI

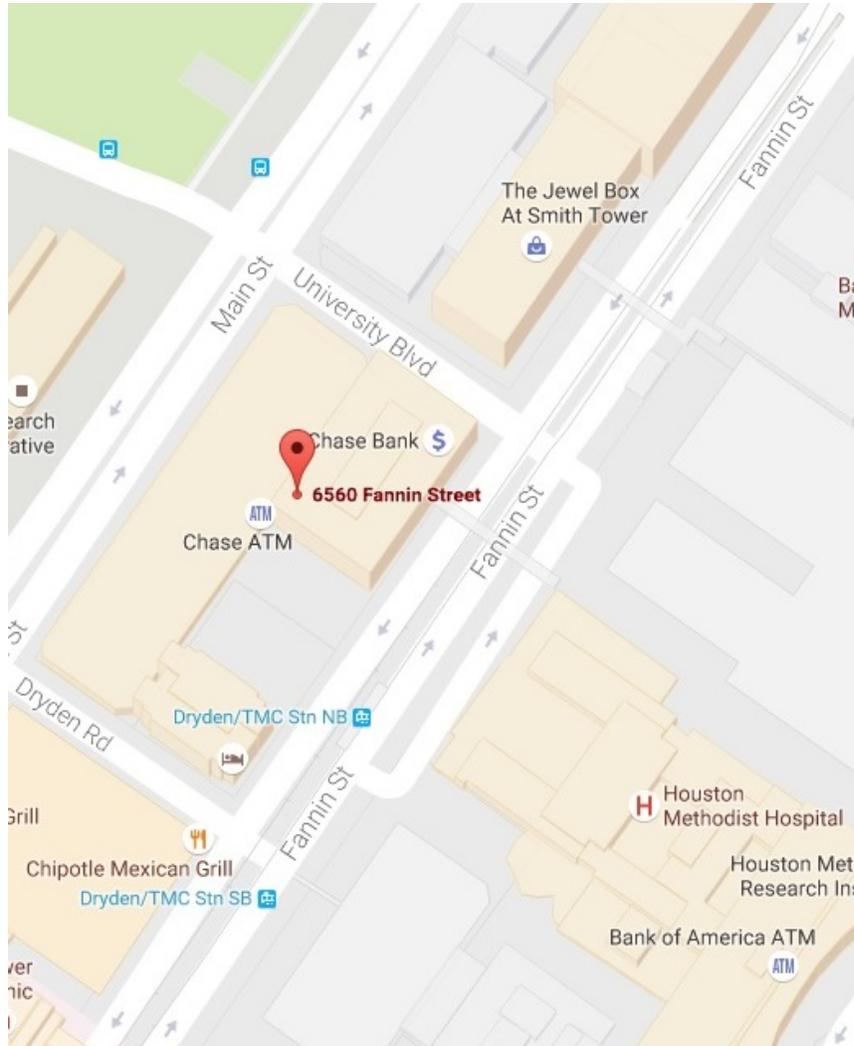
Pinky S. Tiwari, M.D. was born in India and relocated to Mississippi with her parents when she was a small child. She graduated college from H. Sophie Newcomb College of Tulane University in New Orleans, LA. Dr. Tiwari then completed her medical degree at Tulane University School of Medicine, New Orleans. Her internship and three-year residency in Neurology were finished at Baylor College of Medicine, Houston, TX in 1990. The following year she completed a Fellowship in Electrodiagnosis and then in 1996, a Fellowship in Neurophysiology. She is board certified in Neurology and Electrodiagnostic Medicine. Dr. Tiwari practices comprehensive neurology and specializes in Electrodiagnosis (EMG). She has been serving the Houston community in private practice for more than 20 years since 1996. Dr. Tiwari is married and has two daughters.

SUGGESTIONS

We will consider it a favor if you would give us any suggestions on improving our services to you. Referring your family member or friend to us is always the highest compliment.

LOCATION

Scurlock Tower is located in the Texas Medical Center on Fannin Street, across from Houston Methodist Hospital. The office address is **6560 Fannin St., Suite 1836, Houston, TX 77030**.



HOSPITALS SERVICED

Dr. Tiwari is on the medical staff of St. Luke's Hospital and Houston Methodist Hospital. She is able to work closely with other doctors and providers should you require hospitalization.

EMERGENCIES

If you have a medical emergency, call 911. If you have an urgent problem, please call us at **713-790-1775**. During office hours, your call will be referred to the appropriate medical staff member. After hours, your call will go through our answering service and they will contact Dr. Tiwari or the physician on call to assist you.