



## Alaska Hand-Elbow-Shoulder

Alaska's Premier Upper Extremity Surgical Specialists

4015 Lake Otis Parkway, Suite 201 Anchorage, AK 99508 | 907-771-3500 | www.akhanddoc.com

### Welcome to the office of Dr. McNamara & Dr. Gray

**LOCATION:** Michael McNamara, MD, Jason Gray, MD, and Robert Thomas, PA-C are located in Midtown, Anchorage in the MGM Professional Building at 4015 Lake Otis Parkway, Suite 201, Anchorage, AK 99508.

**OFFICE HOURS:** Our office hours are from 8:00 AM to 4:30 PM Monday-Thursday and 8:00 AM to 3:00 PM on Friday.

**VISIT COST:** A new patient visit can range in cost from \$175.00 to \$550.00. This charge does not include x-rays or injections (if necessary at the time of your visit) or any additional testing required outside of the office (such as nerve conduction studies). **Your deductible and co-insurance are due at your visit.**

**X-RAYS:** As hand, elbow, and shoulder specialists, we require x-rays for most appointments. Please bring any recent x-rays to your appointment. If new x-rays are necessary, our registered radiology technicians will assist you, using the latest in x-ray equipment.

**INSURANCE BILLING:** As a **courtesy**, we will bill your insurance company for your visit. Be aware it is your responsibility to know your co-pay and/or deductible information. We do require a deposit for surgery. This deposit is dependent on your insurance coverage and will be discussed at your pre-operative appointment. We do not accept auto accident insurance or homeowner's policy insurance.

**APPOINTMENT RESCHEDULE OR CANCELLATIONS:** Appointments with Dr. McNamara, Dr. Gray, and PA Thomas are normally scheduled in advance. If it is necessary to reschedule or cancel your appointment, please allow 48hours' notice. You may contact patient services at 907-771-3500, Option 2.

**TELEPHONE:** For your convenience our phones are automated. Please call our main number: 907-771-3500.

For Patient Services (to schedule or change appointments)	Dial 2
For Clinical Staff (schedule surgery or medication refills)	Dial 3
For Billing Department (patient accounts)	Dial 4
For our location and hours of operation	Dial 5

**THINGS TO BRING:** Please complete the new patient paperwork and bring the forms with you to your first appointment. If these forms have *not* been completed, you will need to arrive 45 minutes prior to appointment time to complete the paperwork and have x-rays taken. Please bring the following things to your appointment:

- Patient Registration
- Financial Policy and HIPAA Release
- Medical History
- Orthopaedic Questionnaire
- Worker's Compensation form (if applicable)
- Driver's License
- Insurance card(s)
- List of current medications and dosages
- Recent x-rays or testing results for your injury/condition
- Payment (cash, check, Visa or MasterCard accepted)

***THANK YOU FOR CHOOSING US FOR YOUR ORTHOPAEDIC NEEDS.  
WE LOOK FORWARD TO PROVIDING YOU EXCEPTIONAL HEALTHCARE.***