

- Request appointments.
- Check your results.
- Send a message to our practice.
- Update your personal medical records.
- Log-on 24/7 access from anywhere.



Introducing the Physicians

Pear M. Enam
MD, FAGC

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Urooj Ahmed
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Robinwood Medical Center

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(Silver Entrance)
301-733-4404
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To Register...

- 1 You will receive an invitation email from our practice with a link and unique ID that will take you through the registration process.
- 2 Click on the link in the invitation email to create a unique user ID and password.
- 3 Once registered, complete your medical, family and social history.
- 4 Click send to submit your information directly to our office.

How to...

Send a message to my Doctor's office?

- Click on the message tab.
- Click "new" and compose your message.
- Remember to hit send.

Receive messages through Patient Portal?

- You will receive a notification email when you have a message waiting in Patient Portal.
- Click on the message tab.
- Click on "new messages" to view your messages.

Update my personal information?

- Click on Health Summary, then click on update.
- Change the information you want.
- Click on "send" to submit changes.

Reset my Password?

- Click on My account/change password.
- Enter username, DOB and registered email address.



Pear M. Enam, MD, FAGC
Residency and G.I. Fellowship
St. Joseph Mercy Hospital
Pontiac, Michigan
Board Certified In
Internal Medicine
Gastroenterology



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Residency
State University of New York
Stony Brook University Hospital
Stony Brook, New York
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Residency
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Welcome to Our Office

We thank you for choosing our practice and appreciate this opportunity to provide health care services to you. This brochure has been prepared to provide you with important information about our practice and policies. We invite you to talk things over with us because your opinions about our services are very important to us.

What Is Gastroenterology)

The field of gastroenterology deals with problems of the digestive tract which includes disorders of the esophagus, stomach, small bowel, colon, rectum, liver, gallbladder and pancreas. Included is a wide spectrum of disorders ranging from acute diseases such as gastroenteritis and traveler's diarrhea, to the more chronic such as peptic ulcer disease, hepatitis, ulcerative colitis, gallbladder disease, cancers and polyps of the colon.

Symptoms suggesting the need for a gastroenterologist's care:

- Abdominal pain
- Family history of colon polyps or cancer
- Change in bowel habits
- Rectal bleeding
- Recent or progressive constipation
- Diarrhea
- Hemorrhoids
- Nausea and vomiting
- Loss of appetite
- Difficulty swallowing
- Heartburn/Reflux
- Jaundice
- Hepatitis
- Unexplained Weight Loss

Who Is a Gastroenterologist?

A gastroenterologist is a doctor of medicine specially trained and certified to diagnose, treat, and prevent diseases of the digestive system.

Education and training include:

Medical school followed by specialized training in internal medicine and gastroenterology.

Services We Provide

- Upper endoscopy (EGO)
- Colonoscopy
- Flexible Sigmoidoscopy
- Nonsurgical Treatment of Hemorrhoids & Anal fissures
- Video Capsule Endoscopy
- Breath Test for Lactose Intolerance and Bacterial Overgrowth
- Breath(D) Hp - H. Pylori Testing

Facilities We Serve

- The Endoscopy Center at Robinwood
- Meritus Medical Center

Gastroenterology Associates

Mission Statement

"To pursue excellence in digestive healthcare for every patient."

Appointments & Office Hours

Our office hours are Monday - Friday 8:00 A.M. - 4:30 P.M. We close briefly for lunch, usually between 12:00 - 12:30. All visits are by appointment, only. If you are unable to keep an appointment, we would appreciate at least 24 hours notice so the time may be used for another patient. Multiple short-notice cancellations, reschedules or no-shows may result in discharge from the practice.

We encourage communication with our office via voice messages and our on-line portal. These messages are taken very seriously and will be prioritized and addressed in a timely manner. We can not accommodate walk-in visits.

A physician is available 24 hours a day, seven days a week for emergencies, and can be contacted by calling the office. Our answering service will promptly forward your message to the doctor on call. Nonemergency calls should be made during regular business hours.

What Should You Bring With You?

- 1 Photo ID. We are required to ask our patient to prove their identity by showing a photo ID. We appreciate your cooperation with our effort to protect your identity and comply with federal regulations.
- 2 Bring all current insurance cards & referrals required by your insurance plan.
Complete the enclosed history and physical evaluation forms.
Read and sign all enclosed financial, insurance and contact forms.
- 3 Current medication bottles or list.

Medical Records

Your medical record contains your medical data for the physician's use and is kept strictly confidential. You must sign a release form before this information can be disclosed to another individual.

Financial Information

Your insurance coverage is an agreement between you and

your insurance company. You are financially responsible for deductibles, coinsurances, and noncovered services. We will ask you to sign an authorization form requesting insurance payments be sent directly to our office. Authorization (referral) forms must be presented to our office at the time of your appointment for all HMO insurances; otherwise, the charges will be your responsibility.

If you have questions as to whether our practice participates with your insurance plan, please call our billing staff.

If you are experiencing a set of financial circumstances beyond your control, our practice, as a courtesy, will establish a reasonable monthly payment plan to accommodate your needs.

Deposit and credit card payments may be paid at www.gidoc.biz

Checks should be made payable to:

Gastroenterology Associates

Any check returned to us as unpaid will be charged a \$50 fee.

Gastroenterology Associates will charge a 25% collection fee and any attorney, or court costs involved in collecting for nonpayment on your account.

Please direct all questions regarding billing, fees, or medical insurance to our billing staff.

There may be a \$25 charge for no show appointments.

We require a \$150 deposit on all procedures.

Failure to show up for endoscopic procedure may result in a \$75 charge.

We do not refund accounts under \$5.