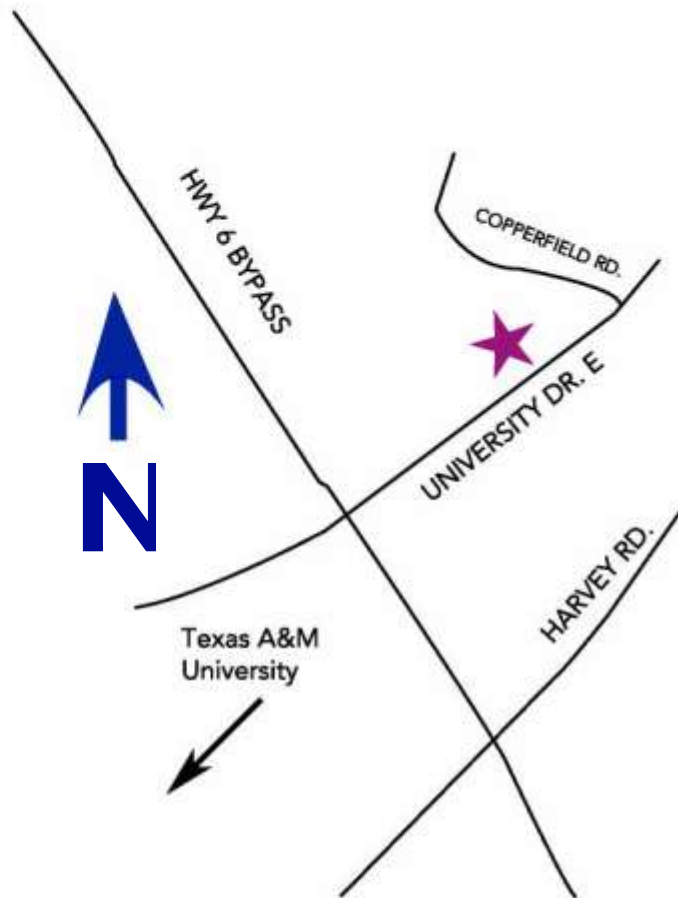




Troy Duley PA-C.

We are pleased to announce the recent partnership of Troy Duley, PA-C with Mukund I. Gundanna, M.D., Brazos Spine, and Center for Orthopaedic Specialties. Troy completed his Bachelor of Science degree at the University of Illinois and continued his education with the Texas Tech University Health Science Center Physician Assistant Program after four years of teaching and coaching here in Texas. He became involved in the American Academy of Physician Assistants as a student delegate representing Texas Tech. He is also an active member of the Texas Academy of Physician Assistants.

Troy and his wife, Marcie (TAM U '97), are thrilled to be here in Aggieland. They and their children look forward to becoming an active part of the Brazos Valley community.



Brazo *Spine* SURGERY OF THE SPINE

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Brazo *Spine* SURGERY OF THE SPINE



is the director and chief surgeon of Brazos Spine. He offers state-of-the-art surgical care in spinal disorders including spinal cord/nerve root compression, arthritis, degenerative disc disease, and spinal injuries. Based on what is needed, he can offer a variety of treatments, ranging from minimally invasive techniques to more traditionally open procedures. He will be able to offer you complete spinal surgical care, including the cervical, thoracic, lumbar, and sacral spine.

Mukund I. Gundanna, M.D. is a member of the North American Spine Society and American Academy of Orthopaedic Surgeons. He obtained his Bachelor's in Biomedical and Electrical Engineering from the Pratt School of Engineering at Duke University in 1993. Following that, he worked on techniques in the welding of bone using laser technology at the Department of Energy, Los Alamos National Laboratory. He completed his M.D. in 1998 at the Robert Wood Johnson School of Medicine at the University of Medicine and Dentistry of New Jersey. He trained in Orthopaedic Surgery at the Hospital for Joint Diseases/Orthopaedic Institute at the New York University Medical center. He specialized in Surgery of the Spine at the University of California, Los Angeles (UCLA).

Mukund I. Gundanna, M.D.

Welcome to Brazos Spine. Here we limit our practice to spine orthopaedics to provide our patients with the highest quality of specialized care.

Spine Orthopaedics is the area of medicine that deals with the nerves, bones, joints, muscles, tendons and ligaments of the spinal column.

We offer a variety of surgical treatments to provide our patients with the greatest number of options. Our goal is to offer the very best surgical treatments possible, with comfort and care always a priority. We appreciate you choosing our practice for your spinal care. This brochure contains general information providing answers to most of the questions you may have about our practice and its operations.

PHYSICIAN/ PHYSICIAN ASSISTANT

Our physicians and staff will make a special effort to help you understand all aspects of your diagnosis and treatment and answer all of your questions. The physicians and physician assistants of Brazos Spine work as a team to provide you with expert care.

DOCTOR-PATIENT RELATIONSHIP

Following your initial appointment, should you wish to continue treatment with the physician, an active doctor-patient relationship is formed. During the course of your treatment, the physician will assist in the coordination of your care with others. Once your course of treatment is completed and you have no follow-up appointments scheduled, the relationship will change to an inactive status. During inactive status, no prescription refills will be written without your scheduling a new appointment to reestablish the relationship.

OFFICE HOURS

8:00 AM to 5:00 PM Monday through Friday. The office is closed for major holidays and may occasionally be closed from 12:00 to 1:00 PM for the lunch hour.

APPOINTMENTS

Patients are seen by appointment only. Please be aware that emergencies arise which may cause unexpected delays. If this occurs we will make an effort to notify you prior to your appointment. We ask that you help us by being on time for your appointment and by calling if you will be late or unable to keep your scheduled time. Should your home or work phone number or your address change, please let us know as soon as possible.

MANAGED CARE REFERRALS

Many insurance/managed care plans now require that the patient obtain a referral from their primary care physician prior to your appointment at this practice. Please be aware that this office will assist you in this process, but the responsibility rests with the patient. Should prior referral not be obtained, we will be forced to postpone your appointment.

FEEES

Office Visit Insurance co-payments and/or deductibles are due at check-in prior to receiving treatment. Self pay patients are required to prepay \$100.00 at check-in as a retainer for their initial appointment. All other office based treatment fees, deductibles, account balances, and supply costs are due and payable at time of check out.

Should surgery become necessary, our staff will provide you an estimate of the physician charges. You are required to prepay your insurance copay / deductible or self pay estimate in full at least 5 business days prior to your surgery date or the procedures will be postponed.

Charges for office visits, procedures, and surgery are determined by the time spent and vary with the severity or complexity of your problem. Additionally, should your account become delinquent and be referred to our collection agency, the patient or responsible party will be responsible for all collection agency fees in addition to the amount owed our practice at the time the account is referred.

We are concerned with the high cost of medical care and attempt to hold down these costs without sacrificing quality of care. If you have questions about our fees, please discuss this with the Practice Administrator.

INSURANCE

As a courtesy, this office files with all insurance carriers, with the exception of Champus/Tricare, active military or third party carriers (e.g., auto insurance, school insurance, etc.). Additionally, we are contracted with a number of managed care plans. Please contact your carrier or human resources department directly to determine if we are network physicians. Patients who carry health insurance should understand that the professional services are given and charged to the patient and not to the insurance company. The patient, or their guarantor is ultimately responsible for the payment of their account. We do not file secondary insurance unless contractually required to do so.

PAYMENT OPTIONS

This office accepts cash, checks, MasterCard, Discover Card or Visa for payment. Additionally, Care Credit offers outside financing and an application can be submitted through this office. If you anticipate a problem, please discuss this with our Patient Accounts Manager for resolution.

TELEPHONE CALLS

We ask your consideration in allowing at least twenty-four hours to respond to messages for non-emergency medical matters. Due to the physicians' surgical schedules, and ER call obligations, they are frequently away from the office. If you are unable to reach our staff directly, please leave a detailed voice mail message so that we may better assist you. We ask for your patience and will make every effort to answer your questions as quickly as time permits.

FILMS

Should an MRI, CT Scan, or other diagnostic study be ordered, you are required to check-out the actual films from the testing facility to bring to your follow-up appointment at our office. Failure to bring films will result in two office visits and two copays instead of one and will create a delay in your treatment.

EMERGENCY CARE

If you have an urgent problem, please call the office immediately for instructions:

979.774.0411

Our phones are answered twenty-four hours, seven days per week. In the event of a true emergency, it is best to proceed to the hospital of your choice. The physician on duty there can assess the problem, begin treatment, and contact us. Our physicians are on staff at St. Joseph Regional Health Center, College Station Medical Center, and The Physicians Centre. If for some reason your physician is not personally available, the office staff or answering service will put you in contact with the orthopaedic specialist who is taking our calls.

REFILLS

If you need your pain medication or other prescriptions refilled, you must call your pharmacy with your prescription number located on the bottle. The Pharmacy will contact us for refill authorization. Please allow AT LEAST 24 hours for us to process your refill request. No refills will be given over weekends or holidays. All non-refill related medication matters should be directed to our office for assistance.

FORM COMPLETION

This office will complete, at no charge, any forms related to our filing of medical insurance with your carrier or goods prescribed by the physician, a Family Medical Leave Act form related to your personal surgery, or paperwork to obtain a handicap parking tag. All other forms, including disability forms, loan deferment forms, etc. require prepayment of our customary fee for completion.

MEDICAL RECORDS

Medical records are released only upon receipt of a valid authorization. Texas law allows us 15 days from receipt to comply with the request. Our practice charges \$30.00 to patients for a complete copy of their medical records. This amount must be prepaid. X-Rays can be checked out for visits with other medical providers upon receipt of a valid release. These MUST be returned to our office within thirty days. Copies of X-Rays can be obtained for an additional fee of \$10.00 per film.