

BENRUS SURGICAL

AT BARNES-JEWISH ST. PETERS

Welcome to our Practice. Below you will find answers to our FAQ's, as well as practice policies and expectations. We look forward to being partners in your surgical healthcare needs!

Location Info: Please know we have 2 locations. All calls are handled at our main office location M-F from 8:30am-4:30pm, at Barnes Jewish St. Peters Hospital, Medical Building 2. Our Progress West Satellite location is only open during specific clinic hours.

Main Office: Medical Office Building 2 @ 70 Jungermann Circle suite 405 St. Peters, MO. 63376 **Satellite Office:** 20 Progress Point Pkwy suite 106 O'Fallon, MO. 63368

Registration: Please bring your photo ID and Insurance card to EACH appointment. Copays are due at the time of service. Any changes to your policy must be shared with us to avoid a delay in your treatment plan. **It is your responsibility to obtain any referrals needed and choose IN-NETWORK providers.** There are no self-pay discounts for out-of-network insurance plans. For any billing questions, please call BJC Medical Group billing office: 314-996-7211

General Info: We are available by phone M-F from 8:30am-4:30pm at **636-916-7100**. Please choose the appropriate prompt: Appointments-2, *Surgery/Test Scheduling-3, Nursing line-4 ***Please understand that we cannot schedule a procedure/test or give any medical advice until you are an established patient.** If you get our voicemail when you call, we are assisting another patient. Please leave a detailed message with your name (with spelling), date of birth, and a phone number to reach you. Every attempt will be made to address your call on the same business day. Please clear your voicemail if you are expecting a call back that you might not be able to answer.

MyChart Messages: Only to be used for quick questions or clarification of previously discussed information. Responses will be returned within 3 business days. Please call the office direct for any urgent needs. **Always call 911 for emergencies.**

Prescription Refills: We will only address refill requests during normal business hours. Please plan appropriately. Turnaround is one business day. Please also confirm the pharmacy you request this to be sent to. As there are occasional shortages, please confirm the pharmacy can accommodate your refill.

DISABILITY/FMLA/INSURANCE FORMS: **There is a \$20.00 charge per form** Insurance does not cover this fee and must be posted as a separate charge. We require 5-7 business days to complete all forms. Form fee must be paid in advance of form completion.

Thank you for choosing Benrus Surgical for your surgical need!