



Dr. Muhammad S. Siddiq, Gastroenterology

Dr. Shameela N. Ahmed, Neurology

901-755-3790

WELCOME TO OUR PRACTICE

We appreciate your selection of this practice to provide the neurological services that you desire. Please know that by choosing Horizon Neurology & Gastroenterology, you have chosen quality.

Many insurance companies require a referral from the primary care physician before seeing a specialist. **It is YOUR responsibility to contact your insurance carrier and provide us with a referral if it is required.** If we do not have a referral at the time of service, your visit will be rescheduled.

If you are referred by another physician to our practice, please make sure that you have arranged for your medical records to be forwarded to our office. You may also bring them with you to your appointment. This includes films of any type. On the day of your appointment, please bring your referral (if required), your medical records, your insurance card(s), your driver's license and the enclosed forms (completed). Any co-payment that you have is due at the time of service. Please **DO NOT** mail in these forms.

CLINIC POLICIES

- Clinic hours are from 8:00 a.m. to 4:30 p.m. Monday through Thursday and from 8:00 a.m. to 1:00 p.m. Friday. Please arrive 15 minutes prior to your appointment so your patient information update may be completed.
- Non-emergent telephone calls will be returned as soon as possible.
- Prescription refill requests must be received by 3:00 p.m.
- Narcotic analgesics will not be called in after 5:00 p.m. weekdays nor on the weekend by the on call doctor.
- Only persons listed in your chart may be given information regarding your health. This includes test results.
- For all correspondence to include medical records requests and all for completions to include but not limited to disability, time off, return to work, and letters of medical necessity, please ask to speak with a nurse.
- For all billing inquiries or account information, please ask to speak with the billing office.

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