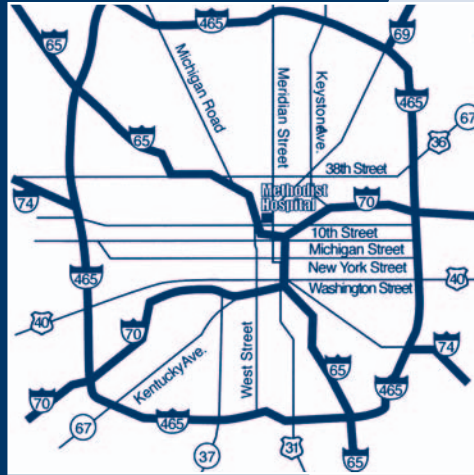


What About Insurance!

We will file your insurance paperwork with your carrier. Our objective is to process your claim as quickly and efficiently as possible. Once your insurance company has responded, we will bill you for any deductible or co-payments that may be due . . . we are required by law to collect it. Many of our fees are the same as, or less than, the charges paid by the larger insurance companies in Indiana. If your insurance carrier has a lower usual and customary charge, you may be billed for the difference. When you schedule your surgery, you may want to speak with a representative from our billing department to ensure that we participate in your insurance program. The billing department can be reached at (317) 920-5575, and they will be glad to assist you with any questions or problems you may have. Tower Surgical accepts Medicare and Medicaid patients.

Peace of Mind. . . Plus!

When you choose Tower Surgical you know you're getting skilled surgeons and compassionate care. Additionally, you're getting dedicated staff members whose goal is to make your experience as pleasant as possible.



Tower Surgical Inc.

1801 N. Senate Blvd., Suite 365
Indianapolis, IN 46202
(317) 923.7211

Your
Peace
of Mind
is Our Priority



Tower Surgical Inc.

Richard F. Graffis MD
FACS
Brian W. Haag MD FACS

Andrew D. Nigh MD FACS
Dale A. Rouch MD FACS
Larry T. Micon MD FACS

Larry H. Stevens MD FACS
James A. Crossin MD FACS
John H. Ditslear III MD

When your facing surgery, it's normal to be nervous. Every patient has fears and anxieties about his or her operation. At Tower Surgical Inc., we try to address our patients concerns with compassionate care while also providing unparalleled technical proficiency.

When you choose Tower Surgical you can be confident that you'll receive the best care available. Our staff, both administrative and surgical, has been carefully selected to ensure that you will be treated with compassion and respect. Our physicians are board certified and hold memberships in professional medical associations including the American College of Surgeons, the American Board of Surgery, the American Medical Association, and the Indiana State Medical Association. And our physicians, who are thoroughly qualified in all general surgery techniques, continue to pursue training in specialized fields, including trauma surgery, organ transplants, laparoscopic, and bariatric surgery.

Tower Surgical is committed to providing professional expertise with a personal touch. After all, your peace of mind is our priority.

Welcome to Tower Surgical

We look forward to assisting you! We see patients by appointment only, and we'll work with you to make your visits as convenient as possible. You may schedule an appointment by calling (317) 923-7211 during our regular office hours, 8:00 a.m. to 5:00 p.m. Monday through Friday. If a conflict should arise and you can't make it to your appointment, please let us know as soon as possible, we'll be happy to reschedule. Please note that each physician sees his patients during specific times. We will do our best to fit you into your doctor's schedule immediately. We try to keep our schedule running smoothly, we know that nobody likes to wait in a doctor's office. However, please keep in mind that we do sometimes encounter emergencies, so occasionally you may be asked to wait for a few moments. We hope that you'll be understanding when these unavoidable delays occur.

In order to provide you with the best care, we must establish a relationship with you. We want you to feel comfortable asking questions, describing symptoms, and requesting assistance. Every member of our staff, from the receptionist to the physicians, is here to help you. We want to be your partners in keeping you healthy!

When you come in for your first appointment please let our receptionist know you've arrived. She will ask you to complete some simple paperwork, including your medical history and insurance information. Be sure to bring your insurance cards, we need to make a copy for your file. And remember, we're here for you! Let us know what we can do to help you.

About Our Practice

Tower Surgical is made up of physicians who are dedicated to providing patients with the best care. In addition to their memberships in professional medical associations, our surgeons are also active as instructors at local universities and hospitals, and they contribute to medical journals and textbooks. Our surgeries are most often performed at Methodist Hospital, where all of our doctors are on staff.

If you have questions or concerns between your scheduled appointments, please call during regular office hours (unless there is an emergency). Our staff will assess your situation and, if you need to speak with your physician, he will return your call as quickly as possible. We are unable to prescribe new medications by phone. If you are ill or you need a new prescription, please make an appointment. However, we do refill existing prescriptions by phone during office hours. Please feel free to call us with any questions you may have. We are your partners for good health!

If You Have an Emergency

If an emergency should occur, the first thing you should do, regardless of the time of day, is call our office. Our phones are answered 24 hours a day, and at least one of our physicians is available at all times. If your emergency occurs during our regular office hours, simply call us and let us know what's going on. We'll tell you what you need to do. If our office is closed, call anyway. Our answering service will page the on-call doctor immediately and he will call you with instructions. If you feel that you need to go to the emergency room, please call us first. We want to make sure you get the care you deserve.

Our Fees

We work hard to develop a partnership with our patients. And one important aspect of that partnership is an understanding of financial responsibility. Regardless of insurance coverage, the patient is on record as the party responsible for paying the fees. Like most medical practices, we base our fees on the expertise and training of the doctor, the cost of initial diagnostic tests, and any specialized care you will require. We also consult a geographical scale and relative value system so we can be sure that our fees are comparable to those of similarly skilled surgeons. And we are committed to performing only the procedures that are absolutely necessary for your treatment. Don't hesitate to call us if you should ever have a question about our fees; we'll be glad to explain our policies.