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THE CENTER
FOR
**Digestive
Wellness**
TRICITIES
Gastroenterology

The
state-of-the-art
procedure center
supporting several
regional clinics.

Services are provided at
several regional locations,
and at the Center located
just off I-81 Exit 63
(Tri-Cities Airport).

Jeffrey P. Fenyves, M.D.
Stephen W. Fry, M.D.

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Thank you for taking the time to acquaint yourself with Tri-Cities Gastroenterology and The Center for Digestive Wellness. This brief overview will convey our philosophy, personnel, advanced techniques and instruments, and business operation.



Welcome to Tri-Cities
Gastroenterology and
The Center for
Digestive Wellness!

*D*igestive wellness for the whole person is our focus at Tri-Cities Gastroenterology.

The mission of our doctors, nurse practitioners and staff members is to provide you with the quality care we expect for our own family.

Combining expert attention to your needs with the newest technologies, we bring our services to you at several locations.

The Center for Digestive Wellness is our hub of specialized, state-of-the-art procedures for regional patients, allowing us to maximize your treatment possibilities.

We believe patient education and immediate communication with referring physicians are of prime importance in offering timely, targeted care. Tri-Cities Gastroenterology embraces every human and technological advantage to provide sound information, advice and reports with unprecedented immediacy.



Technology is part of the solution.

Our physicians have performed thousands of complex gastro-intestinal procedures, and certainly our experience and efficiency are assuring. We employ the newest technologies, such as the non-surgical Stretta procedure for heartburn relief and the Given's Capsule (a pill-sized imaging device for close-up views of the small intestine) to investigate internal bleeding. We stay on top of the newest medical treatments, such as Remicade infusions for Crohn's disease, and were the first providers in the area for the newest Hepatitis C treatments. We are committed to rigorous standards of cleanliness, sterilization, safety and confidentiality.



A dedicated team

Supported by a diverse staff of nurses, technicians, and administrators, your Digestive Wellness team includes two Gastroenterologists and Family Nurse Practitioners. This medical family is integrated by a shared philosophy that any patient who walks through their doors is to be treated like a family member.



Dr. Jeffrey Fenyves specializes in adult and pediatric gastrointestinal and liver diseases. Board Certified in Gastroenterology, Dr. Fenyves received his undergraduate degree at the University of North Carolina, Chapel Hill. He graduated from Bowman Gray/Wake Forest in Winston-Salem, and completed his residency and fellowship at West Virginia University and Pittsburgh Children's Hospital. Dr. Fenyves and his wife and three sons have lived in the Tri-Cities region since 1991.

Telephone Calls

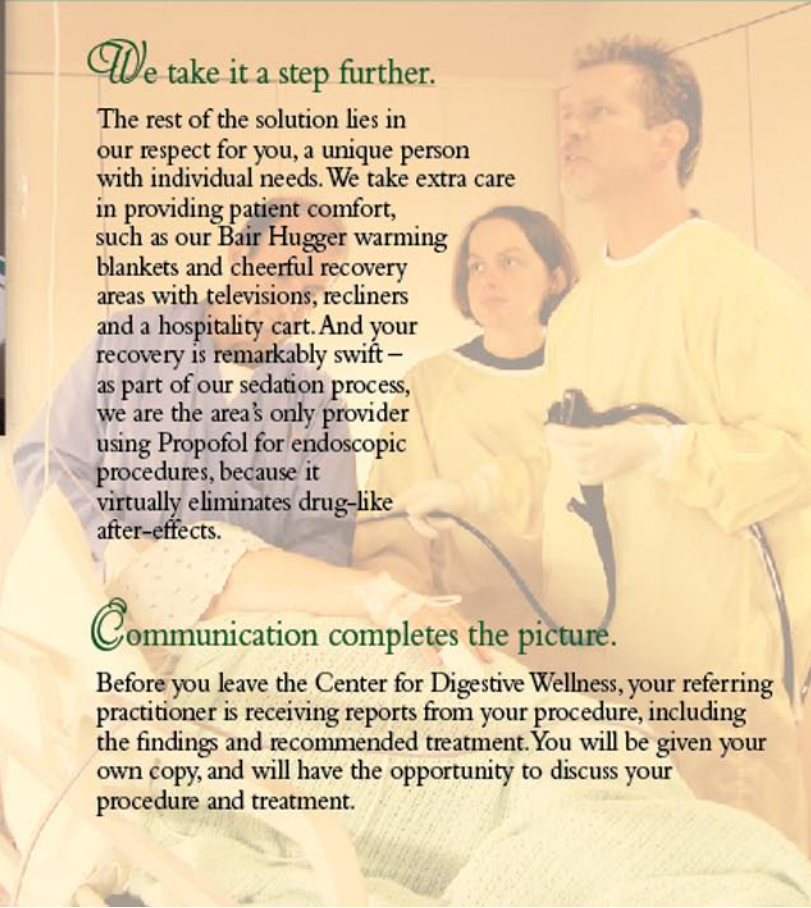
We use technology in patient care, and also to streamline our activities on your behalf. Our telephone system will ask you to dial a number for urgent calls, and for prescription, appointment and call-back requests. When calling outside of business hours, you will receive instructions from an answering service. Please understand that we use this technology not to deprive you from personal care, but to enable us to give you that care more efficiently.

We take it a step further.

The rest of the solution lies in our respect for you, a unique person with individual needs. We take extra care in providing patient comfort, such as our Bair Hugger warming blankets and cheerful recovery areas with televisions, recliners and a hospitality cart. And your recovery is remarkably swift – as part of our sedation process, we are the area's only provider using Propofol for endoscopic procedures, because it virtually eliminates drug-like after-effects.

Communication completes the picture.

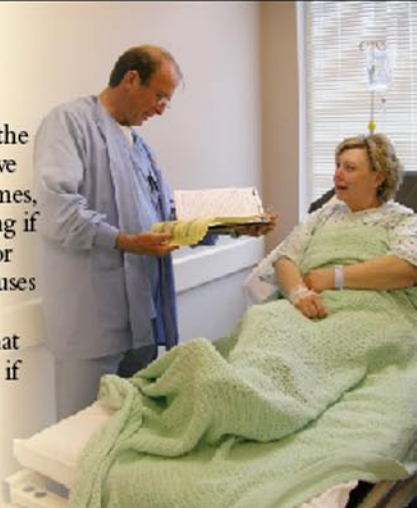
Before you leave the Center for Digestive Wellness, your referring practitioner is receiving reports from your procedure, including the findings and recommended treatment. You will be given your own copy, and will have the opportunity to discuss your procedure and treatment.





Our extensive website offers a wealth of resources regarding your digestive wellness and our practice. You'll find diets, preparations, and information about your condition and medications, along with special videos and links to other sites of interest. We hope you will benefit from our experience by exploring www.digestivewellness.net.

To schedule an appointment, you may call any of the telephone numbers listed on the back of this brochure. We strive to honor our appointment times, and ask for your understanding if an emergency or extra care for other patients occasionally causes any delay in our regular scheduling. We also request that you call us as soon as possible if you are unable to keep your appointment so that we may serve others more efficiently.



Emergency Care

During business hours, our staff will be attentive to your medical symptoms, assessing for possible emergencies. At any time, if you believe your symptoms require urgent care, we advocate that you call 911 or go to your nearest emergency room. Our doctors share coverage at night and on weekends, making someone available 24 hours a day.

Appointments

Appointments are made with patients between the hours of 8:30 a.m. and 5:00 p.m., Monday through Friday.

At Tri-Cities Gastroenterology we work with you to simplify financial matters.

We understand that your main concern is for your health, and that thinking about insurance and payments can feel overwhelming. As your healthcare provider, we will help streamline the payment process. When you make an appointment for our services, we request current insurance information for our records. We participate in most insurance plans.

We will submit Medicare and other insurance claim forms on your behalf. When your insurance requires a co-payment, we will collect this from you during your visit. With Medicare, we will file your secondary insurance, if you have it, after we receive your Medicare payment. If your secondary insurance doesn't cover your deductible with Medicare, you will be responsible for that amount. Occasionally there are services which are not covered by Medicare or secondary insurance, for which you may be responsible. After insurance payments are received by Tri-Cities Gastroenterology for services provided to you, you will receive a statement from us detailing any remaining balance. If you are not covered by insurance benefits, our staff will assist you in setting up a payment schedule. We accept cash, personal check and most major credit cards.



Dr. Stephen Fry, also Board Certified in Gastroenterology, graduated with honors from Ohio State University and received his medical degree from the College of Medicine there. After completing residency at Emory University Affiliated Hospitals in Atlanta, he went on to Georgetown University in Washington, D.C. for his Fellowship and Advanced Fellowship in Gastroenterology. Dr. Fry resides with his wife and four children in Johnson City.

Providing you with the quality care we expect for our own family.

