

## OFFICE HOURS

Office hours are Monday through Thursday  
7:30 a.m. - 5:00 p.m.

Friday 7:30 a.m. - 3:45 p.m. East Norriton  
Occasional Fridays 7:30 a.m. - 1:00 p.m. Colmar

### APPOINTMENT HOURS

**Dr. Moidel** (retiring end of 2020)

Tues. and Wed.: Colmar 7:30 am-3:30 pm

**Dr. Norden**

Mon., Tues. & Wed.:  
East Norriton 7:30 a.m. - 3:00 p.m.  
Select Fridays in East Norriton

**Dr. Mermelstein**

Monday: East Norriton 7:30 a.m. - 2:30 p.m.  
Tues., Wed. & Thurs.:  
East Norriton 7:30 a.m. - 3:30 p.m.

**Dr. Stone**

Mon. - Thurs.: Colmar 7:30 a.m. - 2:45 p.m.  
Select Fridays in Colmar

**Dr. Karhadkar**

Tues. & Thur.: East Norriton 7:30 a.m. - 3:15 p.m.  
Friday: East Norriton 7:30 a.m. - 2:45 p.m.

**Dr. McDonough**

Mon. - Thurs.: Colmar 7:30 a.m. - 3:00 p.m.  
Friday: Colmar 7:30 a.m. - 11:30 a.m.

## COVID UPDATE

### During the Covid pandemic throughout 2020:

All follow-up patient appointments will be conducted virtually via telemedicine (unless the physician specifies otherwise). Only new patients and infusion patients will be seen in the office.

YOU MUST WEAR A MASK TO THE OFFICE  
AND DURING YOUR APPOINTMENT.  
IF SOMEONE ACCOMPANIES YOU,  
THEY MUST WAIT IN THE CAR.  
IF YOU HAVE A FEVER, CHILLS, COUGH,  
BODY ACHES AND/OR HAVE TRAVELLED  
TO A STATE THAT REQUIRES SELF-  
QUARANTINING UPON RETURN TO PA,  
PLEASE CALL TO RESCHEDULE  
YOUR APPOINTMENT.

## LOCATIONS

### COLMAR COMMONS

262 A Bethlehem Pike  
Suite 100  
Colmar, PA 18915-9722  
(215) 997-8530  
Fax: (215) 997-8536

### NORRITON OFFICE CENTER

170 W. Germantown Pike  
Suite C-2  
East Norriton, PA 19401-1389  
(610) 277-2750  
Fax: (610) 277-7949

## PATIENT INFORMATION

# RHEUMATOLOGY ASSOCIATES, LTD.

**Daniel K. Norden, M.D., F.A.C.P., F.A.C.R.**

*Board Certified,  
Rheumatology & Internal Medicine*

**Andrew L. Mermelstein, M.D., F.A.C.R.**

*Board Certified,  
Rheumatology & Internal Medicine*

**Kerry B. Stone, M.D., F.A.C.R.**

*Board Certified,  
Rheumatology & Internal Medicine*

**Arati S. Karhadkar, M.D., F.A.C.R.**

*Board Certified,  
Rheumatology & Internal Medicine*

**Kate C. McDonough, D.O.**

*Board Certified, Internal Medicine;  
Board Eligible, Rheumatology*

**Robert A. Moidel, M.D., F.A.C.R.**

*Board Certified,  
Rheumatology & Internal Medicine  
(retiring at the end of 2020)*

*Specializing in the diagnosis and treatment  
of arthritis, osteoporosis, lupus, bursitis,  
tendonitis and other  
connective tissue disorders.*

**[www.arthritisdrs.com](http://www.arthritisdrs.com)**

## ABOUT RHEUMATOLOGY

Rheumatology is the subspecialty of Internal Medicine which deals with the diagnosis and management of arthritis and autoimmune diseases, some of which affect other tissues of the body besides the joints.

After graduation from medical school, we have each completed a three year residency program in Internal Medicine. Following this training, we have each completed two additional years of subspecialty training in Rheumatology. We are certified by the American Board of Internal Medicine. This means that we have been thoroughly trained and passed comprehensive examinations in both Internal Medicine and Rheumatology.

Although we are trained to function as Internists, we have limited our practice to Rheumatology. While we will be happy to treat medical problems incident to your rheumatic disease, we usually do not function as general internists or family doctors in the provision of annual physical exams and the like. If you need a primary physician, we will be happy to assist you with a referral.

## HOSPITAL AFFILIATIONS

We are on the staff of two hospitals - Einstein Medical Center Montgomery in East Norriton and Abington-Lansdale Hospital in Lansdale.

## APPOINTMENTS AND CANCELLATIONS

All visits are by appointment only. We will only see patients younger than 14 years of age if they have previously been seen by a pediatric rheumatologist. **If you need to cancel an appointment, please notify us at least 24 hours in advance so that we may schedule others who are waiting for appointments. If you fail your appointment, a fee is assessed. If you are a new patient and do not show for your initial consult or cancel less than 24 hrs from the time of your appointment, no future appointments**

## TELEPHONE CALLS

Office hours are Monday through Friday, according to each doctor's schedule. If you call before or after hours or during the weekend, you will hear our automated attendant instructing you to leave either a non-emergent or emergent message. Non-emergent messages will be returned at the beginning of the next business day. Emergent calls will be returned by the physician on-call the same day. Please speak slowly and clearly and be sure to give your full name with spelling, telephone number with area code, and reason for your call.

## PRESCRIPTION / REFILLS

If you need a medication refilled before your next scheduled appointment, please call during regular office hours at least 2 days before you need a refill. Leave a message on our automated prescription refill line.

If you need the medication before the next business day, follow the instructions for "emergent" calls to leave a message.

**PRESCRIPTION REFILLS FOR NARCOTIC MEDICATIONS WILL NOT BE FILLED DURING EVENING HOURS (AFTER 5PM) OR WEEKENDS (FRIDAYS, SATURDAYS, SUNDAYS).**

## INSURANCE PARTICIPATION

Our office participates with most insurance plans subject to your insurance contract, deductibles, coinsurance and copays.

**OUR OFFICE DOES NOT ACCEPT WORKER'S COMP OR AUTO ACCIDENT RELATED CASES.**

Our office is a specialty practice. If you belong to an HMO or any plan that requires a referral from your primary care doctor, **YOU MUST HAVE AN ACTIVE REFERRAL FOR EACH VISIT AND BRING YOUR COPAYMENT WITH YOU AT EACH VISIT.** If you receive medical care at our office without a referral from your primary care doctor, you will be responsible for the charges at the time of the visit.

If you have a question about whether we participate with your particular insurance, please contact our billing department and we will be happy to help you.

If your insurance changes, please let us know as soon as possible so we can keep your records up to date.

You will be required to present your insurance card(s) at each visit.

## FEES AND PAYMENTS

Fees are consistent with generally accepted charges for the services rendered. We ask that you make payment for services not covered by insurance at the time of treatment. Copays are due at the time of your visit. If financial circumstances do not allow payment at that time, we will make other arrangements. **PLEASE DO NOT DELAY NECESSARY TREATMENT FOR YOURSELF OR YOUR FAMILY DUE TO MONETARY CONSIDERATIONS.** Delay may complicate the treatment required.

We submit charges to your insurance carrier(s) prior to billing you. This sometimes results in significant delays in your receiving a statement. While we act on your behalf to gain payment from your insurance carrier, once that avenue has been exhausted you are responsible for any balance due.

**WE ACCEPT VISA, MASTERCARD, DISCOVER, AND AMERICAN EXPRESS CARDS.**

## TEST RESULTS

All test results will be reviewed with the patient at their next scheduled appointment unless they are abnormal. The doctor will contact the patient with any abnormal test results.

## EMERGENCIES

Our doctors are on-call 24-hours a day, 7 days a week to handle your medical emergencies. If you have an emergency after regular business hours, please call our E. Norriton office (610-277-2750). Follow the instructions for emergent calls. When leaving your message, remember to speak clearly and give your name with spelling, telephone number including area code, the office in which you are usually seen, and the nature of your problem. Your call will be returned by the physician on call.

**IF YOU NEED IMMEDIATE MEDICAL ATTENTION, GO DIRECTLY TO THE EMERGENCY ROOM.**