Vascular Surgery
Thank you for allowing us to become a very important part of your healthcare.

Western Connecticut Medical Group offers complete, comprehensive and individualized healthcare. We combine the personal attention and compassion you expect from your Specialist/Surgeon. We have designed our center to include the most modern approaches to healthcare. As an affiliate of Western Connecticut Health Network, our physicians are able to bring you all that Western Connecticut Health Network has to offer – highly qualified primary care physicians, specialists, comprehensive services, and a vast array of educational services. As part of this network, we are committed to building a healthier community.

Western Connecticut Medical Group is a group practice and although most patients choose their own specialist or are recommended by their trusted primary care providers, the providers within our practices work as a team to provide care in the office, after hours and on the weekends. Our providers have extensive training and practice experience in the specialty of Vascular Surgery.

Sincerely,

The Professionals at Western Connecticut Medical Group
Vascular Surgery
Services

- Non-operative medical management of Vascular Disease
- Minimally invasive and open surgical treatment of Vascular Disease
- Treatment of Chronic Venous Disease and DVT
- Endovenous Ablation
- Ambulatory Microphlebectomy
- Sclerotherapy

Hospital Services

- Surgery
- Dialysis
- Vascular lab

Prescription Refills

Our office takes pride in providing quality care to the patients in our community. Your primary care physician needs to review and approve all refills; therefore, routine refills will be handled weekdays from 9:00 am to 5:00 pm. We require up to 48 hours for routine refills.
Office Hours
Because you cannot always predict illness, and to meet the demands of today’s active families, Western Connecticut Medical Group is open five days a week.

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<th>Hours</th>
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<td>Monday thru Friday</td>
<td>8:30 am to 5:00 pm</td>
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We urge you to establish your ongoing care with your healthcare provider by appointment. We see patients on a scheduled basis and offer same-day appointments for illness and urgent care.

We try to see our patients on time, but do ask your understanding when there are unforeseen delays. We cannot predict emergencies or the patient who just needs extra time. Please be assured that each patient is given full attention by his/her provider.

Telephone Calls
All patients are encouraged to call with any questions they have concerning their medical care. The staff is well trained to address many questions and relay them to the provider. A member of our staff or your healthcare provider will return your call.

We provide 24-hour, seven-day-a-week physician coverage for our patients. To reach our on-call provider after office hours, call 203-794-5680 and our answering service will relay your message. Please limit after-hour calls to emergencies. Prescription refills cannot be addressed after hours or during the weekend.
Important Phone Numbers

 Smoking Cessation 203-739-8328
 Danbury Hospital Main Number 203-739-7000
 Duracell Center for Ambulatory Surgery 203-739-7823
 Western Connecticut Medical Group Billing 203-794-5400
 Financial Counselors 203-739-7773
 Emergency Department 203-739-7100
 Ann’s Place, Home of I Can-Cancer Support 203-790-6568
 Website: Annspalce.org
 Infectious Disease – AIDS-HIV 203-739-7413
 Western Connecticut Home Care, Danbury 203-792-4120

Additional Emergency Numbers

Child Abuse Emergency – 24 Hours 1-800-842-2288
To report child neglect, abuse or suspicion of either. Sponsored by Connecticut Department of Children & Youth Services.

Domestic Violence – 24 Hours 203-731-5206

Poison Control – 24 Hours 1-800-343-2722

Sexual Assault Against Women 203-731-5204
Phone counseling, advocacy at hospital or police station, and more.

Crisis Hotline 24/7 1-888-447-3339
Insurance Information

We participate in most insurance plans. Please present your insurance card at each visit. You may receive a bill from your physician and the hospital for services.

Helpful Hints When Using Your Insurance Benefits:

- **ALWAYS** carry your insurance card with you. We will ask to see your card at every visit.

- Your card carries important information that is necessary for proper coverage.

- Your card supplies you with a toll-free telephone number to answer questions.

- Your insurer has a contract that may vary in coverage. You are responsible to know your contract.

- Know your health plan’s participating laboratories.

Guidelines When Requesting Referrals

- **KNOW** your health plan’s participating in-network specialists and hospital when requesting referrals.

- **KNOW** which procedures need prior approval (e.g., MRI, CAT scan, diagnostic testing).

- **CALL** member services on your card and verify that the specialist you are requesting to see participates with your plan and if you have out-of-network benefits.

- **NOTIFY** your healthcare provider at least one week in advance when requesting to see a specialist or receiving any outpatient testing.
If you currently do not have health insurance coverage, please visit Access Health CT for information on obtaining individual or family health insurance at www.accesshealthct.com.

**Specialist Teams**

**It’s All about You**

Caring about you is the most important job of your specialist team. In this personal model of health care, your specialist at Western Connecticut Medical Group leads the team of health care professionals that, collectively, take responsibility for your care. They make sure you get the care you need – in wellness and illness – to heal your body, mind and spirit.

**Who is the Specialist Team?**

Our team consists of Vascular surgeons Dr. Alan Dietzek, Dr. Dahlia Plummer, Stacy Henderson, PA-C, and Janice Sarno-Kasprzak, PA-C. They will help you get healthy, stay healthy and get the care and services that are right for you. When needed, your personal doctor arranges for appropriate care with other qualified physicians and settings.