

# YOUR HEALTH CARE PROVIDERS



Suite 107  
Medical Arts Building  
Peterborough, NH 03458

(603) 924-4671

Office Hours:  
Monday through Friday  
9:00 am — 12:00 pm  
1:00 pm — 5:00 pm



**Gregory S.  
Neilley,  
M.D., FACP**



**Anu  
Diddee, M.D.**



**Lynne  
Brookshire,  
A.R.N.P.**



**Dr. Neilley** is a Board Certified Internist and Board Certified in Geriatric Medicine. He has been practicing in the Monadnock Region since 1989. Dr. Neilley received his doctorate from New Jersey Medical School and completed his residency and internship at the University of Wisconsin in Madison, WI. He specializes in primary care and geriatric medicine with adults 18 years and older. Dr. Neilley is also a Fellow of the American College of Physicians.

**Dr. Diddee** is a Board Certified Internal Medicine Physician. She graduated from the University of Delhi and completed her residency at Albert Einstein College of Medicine in Bronx, NY. She is also Certified in Advanced Cardiac Life Support and Advanced Trauma Life Support. Dr. Diddee recently worked as an Internist at Medicine Lodge Physicians Clinic and was affiliated with Harper Hospital in Harper, Kansas.

**Lynne Brookshire** is an Advanced Registered Nurse Practitioner who has practiced at MCH since 2001. She has a degree in Adult Medicine from the University of New Hampshire and has her Certification from the American Nurses Credentialing Center. Lynne has worked as a nurse at MCH in the ICU/CCU and the Medical Surgical Unit. Lynne has also worked at Manchester Catholic Medical Center in Critical Care. She practiced at the Nashua Area Health Center as a Nurse Practitioner before joining Monadnock Internists.

# WELCOME TO MONADNOCK INTERNISTS

Welcome to our health care practice. As part of a network of primary care physicians, nurse practitioners, psychiatrists, psychologists, and pediatricians affiliated with Monadnock Community Hospital, we provide a wide range of primary care and behavioral health care services for individuals and families.

## OUR PRIMARY CONCERN IS YOU

In addition to providing care while you are sick, we are committed to helping you maintain and improve your health. As part of preventative health care, we may recommend the following:

- Physical examinations
- Lab work and diagnostic testing
- Screening tests and procedures

We also encourage you to attend the health education programs held at Monadnock Community Hospital throughout the year.

## APPOINTMENTS

- Appointments are required for all visits.
- Please bring a list of all regular medications with you.
- Please be on time.
- Our office staff will inform you if your provider will be late.
- Please call 24 hours in advance if you cannot keep an appointment. We can then offer that time to another patient and you will avoid a missed appointment charge.

## EMERGENCY CARE

**In case of emergency, dial 911.**

## EMERGENCY CARE AND HMOs

**Always dial 911 for emergencies first.** If your health insurance is a Health Maintenance Organization (HMO), please contact them using the phone number on your ID card after the emergency has been stabilized. Explain your situation and ask if they require you to notify your Primary Care Provider (PCP) within 24 hours of going to an Emergency Room. If this is required, please call our office. Failure to contact us may result in non-coverage of the visit by your insurance company.

## URGENT MEDICAL ISSUES

We understand that urgent health issues occur and we will make the best effort to respond promptly. When you have an urgent issue, please tell the receptionist so that you can be directly connected to a physician or nurse.

## AFTER HOURS CARE

A physician is on call 24-hours a day, 365 days a year. If you have an urgent medical problem or you need medical advice after hours, please call the Monadnock Community Hospital switchboard operator at (603) 924-7191 for assistance.

## PRESCRIBING MEDICATIONS

- An appointment with your provider is required before we can prescribe new medications for you.
- When you need a refill for existing prescriptions, please call the office at least three to five days in advance.
- After regular office hours, on call physicians may not be able to refill prescriptions.

## REFERRALS TO OTHER PHYSICIANS

If you need a referral to another physician's office, please notify our office at least one week in advance with your appointment date and the physician's name, address and phone number.

## QUESTIONS

We encourage you to call the office with any questions you may have. Our receptionist will relay all calls regarding your medical condition or concerns to your health care provider or clinical staff, who will return your call at the earliest opportunity.

## PATIENT SATISFACTION

Patient feedback is very important to us. Please feel free to share both positive and negative comments with us either during an appointment or by phone.

## REFERRING NEW PATIENTS

Our office practice grows mostly by your referrals. We thank you for recommending us to new patients.

## CHANGE OF INFORMATION

Please notify the office staff of any changes in your phone number, address or insurance.

## BILLING INFORMATION

Billing statements for our practice are sent out by the MCH Health Services Billing Department. For questions regarding your bill, contact that office at: (603) 924-4665, Monday - Friday, 8:00 am to 4:00 pm.

## PAYMENT

Payment is expected at the time of service unless prior arrangements have been made. Please note that it is your responsibility to contact your insurance company to verify that we are participating providers with your insurance plan. If so, the Billing Department will submit the claim directly to your insurance carrier for you. You will be responsible for co-payments, deductibles, and any non-covered charges at the time of your appointment.

## FINANCIAL ASSISTANCE

If you do not have insurance, please contact the Billing Department to set up mutually acceptable payment plans. If you are unable to pay for medical services, please contact the Financial Grant Program Coordinator at (603) 924-1717 to discuss the financial assistance options available to you.