

Welcome



Hello and welcome to Beacon Medical Group. We are the home of both Beacon Family Practice and Beacon Pediatrics.

Our providers are pleased that you have decided to join our practice. This packet is designed to give you an overview of each of our providers as well as an overview of the practice and our policies.

All of the information in this packet is on the web site in different sections. Our web site offers many features to our patients. Those who choose to register with the site by creating an account, also get the added features of being able to make appointments, pay bills, and Ask-A-Nurse question. Registered patients can even print off lab slips, forms, or results of tests from the comfort of their home.

Our providers are proud to be affiliated with many local organizations that will help us care for you and your family. Dr. Hawtof is affiliated with Beebe Hospital, Cadbury Nursing Home, and the Cape Henlopen Wellness Center. Dr. Tulloch is affiliated with Renaissance Healthcare and Cadbury Nursing Home. Dr. Gideon is affiliated with Beebe Hospital and the Cape Henlopen Wellness Center. Dr. Gorra is affiliated with Beebe Hospital and Sussex Central & Indian River Wellness Centers.

We hope that Beacon Medical Group can light the way to good health care for you and your family!

Jeffrey E. Hawtof M.D., F.A.A.F.P.

I was born in Baltimore, Maryland and grew up the oldest of 3 brothers. My parents owned and ran a "5 and 10" store. During high school I worked there as a "Framer" until I went to college at the University of Delaware. There I majored in Computer Science but concentrated in Science and got a minor in biology. I spent time doing medical research and realized what I really enjoyed was working with people.

This led me to Hahnemann University for medical school in Philadelphia. There it did not take me long to realize that I just enjoyed prevention medicine and helping people. Family Medicine became a natural choice. I was residency trained at Riverside Regional Medical Center in Newport News, Virginia. There I was trained to be a full-scale family doctor and was given extensive hospital and clinic experience. I saw patients in the nursing home and in the Intensive Care Units. I am required to take examinations every few years to keep my credentials. Unlike a "GP" or "Internist," I have been trained to take care of all patients ("Newborns through Nursing Homes.")

I personally believe in preventing disease. I will be doing most screening procedures right in our office including Colon Cancer, Prostate Cancer, Cervical/Ovarian Cancer, Diabetes, Heart Disease, Cholesterol and many others. I believe in a healthy mind and body. I treat the person not just the illness. I will work with you in the office to keep you healthy, and if needed, I'll be there for you in the hospital.

Education:

Internships:

Riverside Regional Medical Center: 1996

Medical Education:

Hahnemann University: 1995

Undergraduate:

University of Delaware: 1991

Residency:

Riverside Family Practice, Newport News, Virginia: 1998

Honors and Awards:

Delaware Academy of Family Physicians - Board of directors: 1999

Delaware Interscholastic Athletic Association - Board of directors: 2002 - Present

Fellow of the American Academy of Family Physicians: 2005

Medical Director of Cape Henlopen School District: 1999 – Present

Virginia Academy of Family Physicians - Board of directors: 1997

Affiliations:

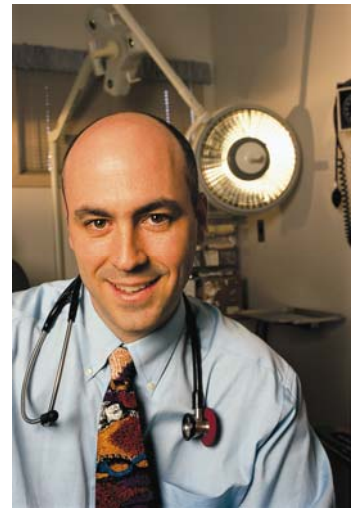
American Academy of Family Medicine: 1996

Delaware Academy of Family Medicine: 1998

Credentials:

Board Certified:

Family Medicine: 1999 - Present



Matthew J. Tulloch M.D.

I grew up, the youngest of three brothers, in a growing community in Washington Township, New Jersey. My parents both worked outside of the house and I was taught at a young age to take responsibility not only for myself and my surroundings, but to work as an integral family team member. I enjoyed high school as a member of the marching band (the drummer - of course) and took a special interest in the sciences. My undergraduate studies at Loyola College in Baltimore, MD earned me a degree in Biology and I knew that my next step would be medical school. (My mother could finally boast ..."a doctor in the family").



I chose to attend medical school at the University of Medicine and Dentistry (no, I don't pull teeth!) of New Jersey - Robert Wood Johnson Medical School and did my residency in Family Practice at Memorial Hospital of Burlington County, New Jersey. The residency program at Memorial Hospital was set up as a regular family practice office serving the local population. At the end of the second year of my residency, I was asked by my peers to take on the role of Chief Resident and spent my third year with the added responsibility of liaison between faculty and residents. After graduation from residency, I accepted a position with a new family practice group forming in Dover, Delaware.

I loved what I was doing and spent the next three years building strong relationships and trust with my patients, colleagues and other professionals essential to the practice of medicine. In 1998, I brought what I had learned in training and practice to Long Neck, Delaware and the surrounding communities. My philosophy is to treat the "whole" person, not just as an individual but also as an active family and community member. I continue to look forward to meeting and getting to know each of you and your family.

Education:

Medical Education:

University of Medicine and Dentistry of New Jersey- Robert Wood Johnson Medical School: 1992

Undergraduate:

Loyola College: 1988

Residency:

Memorial Hospital of Burlington County: 1995

Affiliations:

American Academy of Family Physicians: 1995

Beebe Medical Center: 1998

Delaware Academy of Family Physicians: 1995

Nancy Gideon, MD, FAAP

I grew up in Anne Arundel County, Maryland. I completed my undergraduate degree in biology at University of Maryland College Park. I then attended Hahnemann University School of Medicine in Philadelphia.

Throughout high school, college and medical school I enjoyed teaching young children a variety of subjects. So very early on I realized that I enjoyed pediatrics the most. I did my pediatric residency training at the Children's Hospital of the King's Daughters (affiliated with Eastern Virginia Medical School) in Norfolk, Virginia. One of the greatest things about my training was that even though it was a small program the hospital was the pediatric tertiary care center for the area of more than 2 million people.



The small program allowed us as residents to be much more hands on with our care of patients. After residency, I moved to this area to practice general pediatrics and have been here for 10 years now. I have enjoyed working in this area, getting to know my patients and their families and raising my 3 young children. I believe each child should be treated individually and not all things work for every child. It is important to have the parents involved in all aspects of their child's life including their medical care. I enjoy caring for newborns through adolescence. My interests are broad including general wellness and prevention to complex illnesses. I am on staff at Beebe Hospital caring for newborns and sick children.

Education:

Medical Education:

Hahnemann University: 1995

Undergraduate:

University of Maryland College Park: 1991

Residency:

Children's Hospital of the Kings Daughters/EVMS: 1998

Affiliations:

Beebe Medical Center - Active Staff: 1998 - present

Co-Medical Director of Cape Henlopen High School Wellness Center: 1998 - present

Credentials:

Other Certifications:

Board Certified in Pediatrics: 1998

Other Certifications:

Fellow of the American Academy of Pediatrics: 1999

Judith Gorra, MD, FAAP

I was born and raised in Brooklyn, NY. My dad owned a small clothing store and my mom raised us (I have 4 siblings) with the help of my grandmother. I had a great childhood, and spent a lot of time with my grandmother. She came to this country as a young woman and although she wanted to be a doctor, she started her own retail business. Her desire in medicine sparked my own interest, and I later went on to graduate from Georgetown Medical School in Washington, DC. I found myself enjoying pediatrics more than any of my other medical school rotations, and subsequently did my pediatric training at St. Christopher's Hospital for Children in Philadelphia. Following this, I was a Pediatric Hospitalist for several years in suburban Pennsylvania and later an attending physician at St. Christopher's Hospital as well as Temple University Children's Hospital.



I always planned to retire to a beach community, but decided not to wait until then. I had been coming to Rehoboth for over 10 years and moved here in 2004. I have enjoyed this area very much, and continue to live by the doctor's philosophy my grandmother instilled in me..."working with my patients and never on them". I hope to continue to work with you all in keeping your children healthy throughout their childhood and thank you all for the honor to do so.

Education:

Graduate School:

Georgetown University: 1983

Masters in Pathology

Medical Education:

Georgetown University School of Medicine: 1987

Undergraduate:

Fordham University: 1981

Residency:

St. Christopher's Hospital for Children: 1990

Honors and Awards:

Awards:

Excellence In Teaching - Temple University School of Medicine: 2001

Affiliations:

Beebe Medical Center - Active Staff: 2003 - present

Credentials:

Other Certifications:

Board Certified in Pediatrics: 1992

Carrie Wilson Snyder, Nurse Practitioner

I grew up in Sussex County Delaware. I am a graduate of Indian River High School. After high school, I attended the University of Delaware, where I received a Bachelor's in Nursing Science. After college, I worked as an RN in the Critical Care Unit at Beebe Medical Center. I received my Family Nurse Practitioner degree from Wilmington University and was board certified by the ANCC. I believe educating patients is one of the most important interventions a health care practitioner can provide. Giving patients the tools to participate in their own healthcare is my goal as a nurse practitioner. I look forward to getting to know you and your family in the future.



Advanced Education:

Wilmington University - Family Nurse Practitioner Degree

Undergraduate:

University of Delaware

Credentials:

Other Certifications:

Bachelor's in Nursing Science

Credentials:

Board Certified:

Family Nurse Practitioner Board Certified: 2008 - Present

Beacon Medical Group has been caring for the people of Sussex County for over 10 years now. Below you will find information about how our practice operates:

- How do I make an appointment?
- What do I do or bring in for my first appointment or for a Physical?
- Insurance Changes?
- Bring in your medications and Insurance Formularies with you to every visit.
- How do I refill my regular medications?
- Is there an appropriate dress for visits?
- Anything else I should bring to a visit?
- What do I do if I have forms to be filled out?
- What if I am a minor (Under 18)?
- What should I do if I am running late for my appointment?
- What happens if I miss my appointment?
- Who do I contact for billing questions?
- What is your financial policy?
- How do I get a copy of your Notice of Privacy Practice?
- How do I get my records sent to you or from you?

Appointments:



All patients who have registered with the web site by completing **Create An Account** can simply click on **Appointment Request** and request a non urgent appointment. We encourage you to make your follow up appointments as you are leaving the office. Each day we hold appointments for the acutely ill patients so that our established patients can get seen the same or next day for acute problems. Surgeries, physicals, and Well Child Checks take longer so make these appointments early.

What do I need to do to prepare for an appointment?

New Patients, Physicals, or Insurance changes:

If you are a **new patient** or an adult coming in for a **physical** please come in about 20 minutes before your appointment time to fill out appropriate paper work to avoid needing to reschedule your appointment. Alternatively, patients registered on the web site that are coming in for their first appointment may go to **Pre-registration** and fill out the Health History forms online, **print** them out and **bring** in to the office.

If your insurance has changed we will need enough time to call your carrier and confirm your co-pay, deductible and so on. Please contact our billing manager at 945-9500 if you have any questions about how we handle your insurance BEFORE you make your appointments.

Medication (What to bring and how to get refills):

**Please make sure you either, bring all your medications to each appointment, or an ACCURATE list of medications including dosages and how often you take them. Please include all vitamins and over the counter medications.

****Please bring in you insurance FORMULARY so if the doctor needs to change or give you a new medication they will be able to give you the least expensive option available. We do not keep formularies here as they often change so bring them in to each visit.**

To get **REFILLS** all you need to do is contact your Pharmacy (local or mail order) and let them know you are running out. They will fax us a renewal and we will sign it and fax back to them with in 3 business days. Registered users can also go to [Ask a Nurse](#) on the web site and ask them for needed prescriptions. Please remember to give us the name, dosage, quantity, and number of refills needed for each medication.

Appropriate Dress:

Please remember that it is always helpful to be appropriately dressed for your exam. When there is a problem with your legs make sure that you wear clothing that will make it possible for your provider to easily examine your legs. The same is true for a physical or shoulder exam. If you wear glasses please bring them. We may need to do a vision exam. Infants will be naked during their exams so please bring a blanket to wrap you child while awaiting the providers.

What else do I need to bring to each visit?

Please bring a valid photo ID like a driver's license and your most recent valid Insurance Card to every visit.

If we are on par with your insurance and have a contract with that carrier, then we must follow the rules in that contract. This means that we are required to collect the co-pay and any co-insurance at the time of service (we take check, cash and credit card).

If we do not participate in your insurance plan, you are required to pay for the service at the time of the visit.

Do you need any forms filled out?:

If you have any forms to be completed by our providers, PLEASE check the form thoroughly and **fill out** and **sign all parts** you are supposed to. Please make the front desk and nurse aware of what you need. Most forms will be completed at the time of the office visit but some can take up to 5 business days to complete. We do charge to fill out some forms as well. Our receptionist can let you know of possible charges.

Referrals:

We require 5 business days to complete referrals. In order to make a referral you will need to give us the date of your appointment and that physician's information including phone number and specialty. Many Insurance companies require that your primary physician needs to see you for a problem before getting a referral. Therefore, we may ask that you get seen here for a problem before getting referred out.

Minors:

Children and teenagers under 18 MUST be accompanied by their parent or legal guardian or have a note written, SIGNED, and DATED by their parent or legal guardian in order to be seen. Please understand that a minor coming in accompanied by their grandparent, sibling, or aunt/uncle without the note cannot be seen.

Late Arrivals:

Please show up for your appointment on time. Please call ahead if you are going to be late for your appointment, as we will try to reschedule you for the same day. Anyone more than 5 minutes late **may** lose their scheduled appointment but may be seen as a "fit-in". All "fit-ins" should expect to wait before being seen. Regular scheduled appointments have priority.

Missed Appointments:



We do require patients to give us 24 hours notice if you are not going to keep your appointment. If you miss your appointment without giving 24 hours notice and we are unable to fill your time slot, there will be a charge that must be paid **BEFORE** you can schedule another appointment. This charge cannot be submitted to your insurance company ... it is your responsibility. If there are any special circumstances, please contact the Office Manager at 947-9767.

Billing Questions:



Please contact our Billing Manager at 945-9500 for any questions about your bill. Please remember we can only go on what information you have given us and what your insurance company says based on that information. We have set up an online resource for you to pay your bills. Please check out our **Bill Pay** option on the web site. It is safe and secure!

Financial Policy:

1. All payments are due at the time of service. This includes Co-Pays and Co-Insurance. We may also let you know about a balance due from a previous visit. We accept cash, check, Visa and MasterCard.
 2. Keep in mind that your insurance policy is a contract between you and your insurance company. Often they require you to pay for certain items at time of service.
 3. We have made prior arrangements with many insurance companies and health plans to accept an assignment of benefits. We will only bill these plans for you. You are required to pay your copay and any amount due **BEFORE** you are seen and any co-insurance and deductible at the time you check out.
 4. If you are insured by a plan that we do NOT participate with, you must pay for your charges at the time of service. We will provide you with a statement that you can submit directly to your insurance carrier and they will send any reimbursement directly to you.
 5. Not all insurance plans cover all services (i.e. physical exams, some blood work, etc.). In the event your insurance plan determines a service is "not covered", you will be responsible for the charge. Payment is due upon receipt of a statement from our office (written or verbal).
 6. We will bill your insurance company for all services provided in the hospital, nursing home, or any facility our providers cover. You are responsible for any balance due.
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Notice of Privacy Practices (NPP):

Please check our **Patient Privacy** page on the web site and review our NPP and make sure you understand all your rights. Please let us know if you have any questions and call our Office Manager at 947-9767 if needed.

Release of Medical information:

To get records sent to us please print off the Records Release form on the [Home](#) page of the web site towards the bottom. Please put your name and the name of the Doctor or facility you want to get the records FROM (Our name is already on there). Don't forget to sign the paper before you send it.

In order to have your records sent to other physicians, we require your written authorization. There will be no fee for records that Beacon Medical Group faxes to other physicians or situations covered by Delaware Law.

An administrative fee will be charged for any records copied or printed and given to the patient. These records must be requested with at least two (2) weeks advance notice.

The Where and How of Contacting Us:

• Beacon Medical Group & Beacon Family Practice

26744 John J. Williams Hwy.
Suite #3
Millsboro, Delaware 19966

Location Hours:

- o Monday 8:30am to 4:30pm.
- o Tuesday 8:30am to 4:30pm
- o Wednesday 8am to 5:30pm
- o Thursday 8am to 3:30pm
- o Friday 8am to 3:30pm

Phone: (302) 947-9767

Additional Phone: (302) 945-9500 (Billing)

Fax: (302) 947-9558

Driving Directions:

From the Beach and Route 1:

Take Route 24 West (John J. Williams Hwy) to Oak Orchard Road. Go straight through the light and make your first right into the Royal Farms / Oak Orchard Professional Suites combined entrance. We are located in the first set of doors in Suite #3.

From Millsboro and Route 113:

Take Route 24 East (John J. Williams Hwy) to Oak Orchard Road. Just before the Oak Orchard Road light and make a left into the Royal Farms / Oak Orchard Professional Suites combined entrance. We are located in the first set of doors in Suite #3.

From Milton and North:

Take Route 5 South and make a Right onto Route 24 West (John J. Williams Hwy) and go to Oak Orchard Road. Go straight through the light and make your first right into the Royal Farms / Oak Orchard Professional Suites combined entrance. We are located in the first set of doors in Suite #3.

• Beacon Medical Group- Beacon Pediatrics

18947 John J. Williams Hwy
Rehoboth Medical Arts Building
Beebe Health Campus
Suite #212
Rehoboth Beach, Delaware 19971

Location Hours:

- Monday 8:30am to 4:30pm
- Tuesday 8:30am to 5:30pm
- Wednesday 8:30am to 4:30pm
- Thursday 8:30am to 4:30pm
- Friday 8:30am to 3:30pm

Phone: 302-645-8212

Additional Phone: 302-945-9500 (Billing)

Fax: 302-645-2199

Driving Directions:

Beacon Medical Group - Beacon Pediatrics is located in the Medical Arts Building on the Beebe Health Campus. The Health Campus is on John J. Williams Hwy (Route 24) very close to Route 1. The Entrance to the Medical Arts Building is at the rear of the campus.

From the north:

Drive south on Route 1 and make a right onto Route 24. We are located on the left about 1/4 mile down the road.

From the south:

Drive north on Route 1 and make a left onto Route 24. We are located on the left about 1/4 mile down the road.

From the west:

Drive east on Route 24 going towards the beaches. We are 1/4 mile past the Plantations Road light and 1/4 mile before Route 1.