

About Your Physician

JACK L. FOREST, DO



Dr. Forest is Board Certified in General Surgery and a Diplomate, National Board of Osteopathic Medical Examiners. He received his doctor of osteopathy from Kirksville College of Osteopathic Medicine in

1990 and performed his residency at Delaware Valley Medical Center in Philadelphia where he was Chief Resident for General Surgery.

Dr. Forest was in private practice in South Hill, Virginia for 12 years before joining James River Surgical Associates. His professional affiliations include The Medical Society of Virginia, American Osteopathic Association and the American College of Osteopathic Surgeons.

LASANDRA JACKSON, MD



Dr. Jackson is Board Certified in General Surgery. She received her medical degree from Robert Wood Johnson Medical School in Camden, New Jersey, and performed her residency at Palmetto Richland Memorial

Hospital, Department of Surgery, in Columbia, South Carolina. Dr. Jackson was in private practice in southeastern Louisiana for three years prior to relocating to Central Virginia. Her professional affiliations include the American Medical Association, the Society of American GI Endoscopic Surgeons and the Association of Women Surgeons.

Patient Information



BON SECOURS MEDICAL GROUP
Bon Secours Richmond Health System

Good Help to Those in Need®

good care

JAMES RIVER SURGICAL ASSOCIATES

James River Surgical Associates

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Welcome...

Welcome to James River Surgical Associates. It is our sincere desire to provide the highest quality of surgical care to our patients and service to our colleagues. We are committed to providing timely and compassionate care to all of our patients. Our physicians are Board Certified in General Surgery.

Services

General Surgery encompasses a wide field of surgical care, including:

- Breast surgery
- Gallbladder surgery
- Hernia surgery
- Thyroid/Parathyroid surgery
- Laparoscopic surgery
- Cancer surgery
- Removal of skin growths
- Colonoscopy/Endoscopy

Appointments

Our office is open Monday, Tuesday and Thursday from 8:30 a.m. – 5:00 p.m. and Wednesday and Friday from 9:00 a.m. – 5:00 p.m. Please contact us 24 hours in advance if you need to cancel your appointment.

Medical Records

Your records are confidential and will not be released without a signed consent from you.

Your First Visit

Please arrive at our office at least fifteen minutes before your first appointment to complete the necessary registration forms.

As a new patient, please bring the following to your initial appointment:

- Insurance card
- Picture ID
- Co-pay, if required
- Referral, if required
- All current medications
- A list of allergies to medications and or dyes
- If you have been hospitalized or have had laboratory tests or x-rays for your current surgical problem at another facility, please have copies of the reports and films or disk sent to our office prior to your first visit.

Please note that, for your convenience, there is FREE valet parking at the entrance of St. Francis Medical Center where the circular drive and fountain are located.

Telephone Calls

Have a question? That's why we are here! Our staff will make every effort to answer your call. If all of our staff are assisting patients and you receive voicemail, please leave your name, date of birth, two telephone numbers where you may be reached and a brief description of your medical problem so that we may process your call promptly.

Referrals

Our physicians acknowledge that providing specialized surgical care is dependent upon maintaining a collaborative relationship with the referring physicians. We value our relationship with referring physicians and strive to keep

them informed of your diagnosis and treatment, as well as your progress while under our care. It is our policy to refer patients back to their primary care physician, so that he or she may oversee your routine medical care.

Emergencies

For emergencies, our physicians are available to you 24 hours a day. You can call our main office number (804) 423-8467, and after hours you will be transferred to our on-call physician service. ***If at any time you are experiencing a life-threatening emergency, call 911.***

Insurance & Payment Information

We participate with most insurance plans and most HMOs and PPOs. For your convenience, our staff will file the appropriate reimbursement claims forms with your insurance carrier.

Please remember that your insurance coverage is a contract between you and your carrier. You are responsible for deductibles, co-payments, non-covered charges and any remaining balance at the time of your office visit. You will receive separate invoices for our services, as well as the services provided to you by the hospital and other healthcare providers.

If you are uninsured or experiencing financial difficulties, you may speak to our staff and/or practice manager to discuss options for financial assistance.

If you have any questions regarding your bill, please contact our business office at (804) 521-9300 or (800) 732-7072. We will work together to establish a payment schedule that is mutually acceptable.

Thank you for choosing James River Surgical Associates — Chesterfield. We look forward to serving you and your family.