
**THE CENTER
FOR
HEARING**



**AND
BALANCE
DISORDERS**

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*About
Dr. Herzog*



Dr. Herzog, a native of St. Louis, received his medical degree from the University of Missouri-Kansas City in 1980.

He completed a residency in Otolaryngology at Baylor College of Medicine in Houston, Texas, in 1985 and a fellowship in otology and neurotology at the University of Zurich in Zurich, Switzerland, in 1986.

He is certified by the American Board of Otolaryngology in Otolaryngology and Neurotology. He is a Fellow of the American Neurotology Society and the American Academy of Otolaryngology-Head and Neck Surgery.

He is a member of the clinical faculty at Washington University School of Medicine and is a research collaborator at the Central Institute for the Deaf.

Welcome to our Practice

Our practice is dedicated to helping you with your medical problem. To better assist you with your special needs, we limit our practice to treating otologic and neurotologic disorders. Otology refers to problems of the outer and middle ear, including infections and hearing loss. Neurotology deals with diseases of the inner ear and the nerves that travel between the brain and the inner ear. This includes such disorders as hearing loss, dizziness and facial nerve paralysis.

We strongly believe in a good patient-doctor relationship. We make a special effort to explain what we feel is the cause of your problem and what needs to be done to help you. If you have any unanswered questions, or if something is not clear to you, please do not hesitate to ask or call us. We want to give you the best of care in a pleasant and efficient surrounding. If you should ever have any complaints about our services, please let us know so that we can improve our care for everyone.

Office Hours and Emergencies

The office is open Monday thru Friday from 9:00 a.m. until 4:30 p.m. Because we value your time, we work by appointment. Every effort is made to schedule your appointment for the earliest available opening. If you find that you are unable to keep your appointment, please call us as soon as possible so we may be able to schedule another patient. Minors must be accompanied by their parent or legal guardian.

We will sometimes have an unanticipated emergency that will require us to reschedule your appointment. We will try to tell you of such a change as soon as we possibly can.

Someone is available to answer your questions and to make your appointment during our office hours. If you have a question that only your doctor can answer, he will call you just as soon as he possibly can. We try very hard to

If You are Referred By Another Doctor

keep delays in seeing other patients to a minimum and your cooperation is deeply appreciated. If you have an urgent problem during normal office hours, call the office to discuss it with the doctor. For a true emergency during evenings, weekends or holidays, call (314) 364-5323 and a message will be relayed to Dr. Herzog.



Many of our patients are sent to us by other doctors for very specialized care. If you have been referred by another doctor, please bring along a copy of their office notes, including the results of any tests that you may have had done in their office. If you have had any x-rays, CT scans or MRI scans done, please bring them along. By having this valuable information available at the time of your visit, we will be able to save a lot of time in helping you with your problem. If you need any help in obtaining this important information, please call us.



What to Expect on Your First Visit

You will first be asked to fill out a form that includes questions about your insurance. Please remember to bring along all of your insurance information so that we can be as accurate as possible in helping you with your financial responsibility. As an alternative, you may register on-line. This may be done by accessing our website: www.stlouisear.com

Most of the time, you will have a hearing test to help us determine where your problem might be. If you already have had this test done, you will be helped to a special examination room. Dr. Herzog will talk to you about your problem, review your records and examine you. After the examination, he will tell you what he thinks is wrong and recommend a treatment program for you. This may involve medicine or even surgery. The reason for any treatment will be explained to you. If you have any questions or concerns, this is a good time to discuss them. We

Audiologic Services

make a special effort to let you know what we think is wrong with you. We also want you and your family to have as much information about your condition as we possibly can. This information may also be seen on our website.

Depending on your condition, we might order some special tests to help us further define your condition. We will try to schedule these tests at your convenience.



We can test your hearing ability with very accurate state-of-the-art audiologic equipment. If necessary, more advanced hearing and balance testing may need to be scheduled in our office at a separate date. If we feel that your hearing might be improved with a hearing aid, we conveniently offer and service a complete range of contemporary hearing aids.



Paying for Your Medical Care

To keep down administrative costs, and therefore fees, please pay at the time of your visit. You can pay by cash, personal check, MasterCard or Visa.

At the conclusion of your visit, you will receive an itemized receipt which provides all of the billing information regarding your visit. If we participate in your insurance plan we will file the claim for you, provided you have supplied us the correct mailing address and identification numbers of your insurance. We do accept assignment from Medicare as well as most HMO's and PPO's. Either access our website or call the office to see whether Dr. Herzog is a provider for your health plan. You will be responsible for any non-covered services and for copayments and deductibles.



Our Location

Our office is located in the west medical building at St. Luke's Hospital. Plenty of free parking as well as all of the conveniences associated with the hospital are available.