



Georgia Nephrology Patient Portal Use Guidelines

Georgia Nephrology uses MyChart to create a better patient/physician partnership and help us deliver the highest quality care. Please remember these guidelines while using the patient portal.

- Do not use MyChart for urgent or emergency health concerns. If someone needs immediate medical attention, call 911 or visit the nearest emergency department.
- Telehealth visits may be scheduled for some urgent concerns.
- For letters of medical necessity or forms requiring completion by your doctor, please allow 2-3 weeks for completion.
- Common uses for the system include asking your physician for medical advice, asking a question about a test result, refilling a prescription, making or canceling an appointment, and other options. Patients cannot use the system to receive a diagnosis for new medical conditions.
- Keep your messages brief and to the point. Focus on only ONE medical issue or question in your message. Unless unavoidable, send no more than 1 message per day.
- As some messages cannot be adequately addressed through MyChart, our clinical team might request that you schedule a telehealth or in-person appointment to discuss the issue.
- You may message any established physician or clinician with whom you have had an office visit within the last 12 months.
- A message exchange with a member of your health care team may be billed to your insurance if the response requires clinical expertise and more than 5 minutes of your physician's time. Check with your insurance plan to see if copays or a deductible may apply. Most messages are free.

If you have any questions or concerns about your care, please contact us at 404-645-7150.