

Patient Name: _____ DOB: _____



OFFICE POLICIES AND PROCEDURES

Advance Practice Practitioners

At Georgia Nephrology, we pride ourselves on providing quality care at all levels within our practice. Our medical team includes board-certified nephrologists, advanced practice providers (APPs), and certified medical assistants.

The APP medical team consists of nurse practitioners (NPs) and physician assistants (PAs). Each of our APPs has earned an advanced degree: either a master's degree in the field of nursing or a master's degree as a physician's assistant. This team conducts physical examinations, diagnoses illnesses, writes prescriptions, develops treatment plans, and instructs/counsels patients. Each of our APPs is trained to recognize when a patient needs the attention of a supervising physician or another specialist.

As a patient at Georgia Nephrology, you may be scheduled with an APP for the following appointment types: Hospital follow-up appointments, Follow-up visits or Nephrology Education visits.

For follow-up visits, it is the policy of Georgia Nephrology that you will see a physician and an APP on alternating visits. In other words, when you check-out after your visit with your physician, you will be scheduled to see a member of our APP team on your next visit.

Cancellation / No Show Policy

At Georgia Nephrology, we do our best to schedule your appointment in a timely manner. We ask that you notify our office more than 24 hours prior to your scheduled appointment if you must cancel. It is our office policy to charge \$50 for a new patient and \$25 for established patients that have not shown up for their appointment or do not provide more than 24 hours cancellation notice.

Arrival Time / Late Policy

We make every attempt to see you at your appointed time. To ensure that we run on time, we ask that new patients arrive 30 minutes and established patients arrive 15 minutes prior to appointment time. If you are running late, we may need to reschedule your appointment. If your provider does agree to see you late, you will be handled as a work-in appointment and will be seen when the schedule allows so that other patients' appointments remain on time.

Patient Information / Patient Portal

Our office uses a patient portal to enhance communication with our patients. On your visit, we will ensure that you have access to our portal. You may contact your doctor's medical assistant through the portal for medical advice, test results, prescription refills, appointment cancellations and other options. The portal cannot be used to receive a diagnosis for a new medical condition. Users are asked to focus on only one medical issue when sending messages and avoid sending more than 1 message per day. Our office has provided you with a complete list of Patient Portal Guidelines.

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Insurance and Payments

Georgia Nephrology will file claims with most insurance companies. We ask that you make all required payments at the time of service. Required payments may include your copay or the full visit charge if you do not carry insurance. If you have an outstanding balance, our staff will notify you prior to your appointment. If your insurance company requires a referral for you to see us, it is ultimately your responsibility to ensure that it is received prior to your visit. We will attempt to obtain this referral prior to your visit for you. If your Primary Care Physician does not provide a referral, we will contact you for your assistance or to reschedule your appointment. If you have questions about what you will be expected to pay or whether a referral is needed, please contact our billing department prior to your appointment.

We accept the following forms of payments: cash, check or credit card (including MasterCard, Visa, Discover, and American Express).

Medication Refill Policy

We require that you bring all your medications, including any over-the-counter medications, to your appointment. At your appointment, we will provide you with enough medication to last until your next appointment. If you need a refill between these visits, you must ask your pharmacist to submit an electronic refill request, or you may submit a request to our office through our patient portal. You may also call and request your refill through the office prescription refill line. We will address refill requests within 48 hours. If you call after hours or on weekends, the on-call physician will only refill your prescription for up to 5 days. We will refill controlled medications only during appointments – no exceptions. If the medication you take requires renewal of a prior authorization, your refill may be delayed. Our office is not responsible for the timing of prior authorization approvals by your insurance company.

Family Medical Leave Act (FMLA) Forms

If you have an FMLA form to complete, please allow up to 10 working days for completion. Due to the complexity of these forms, we charge a fee of \$25 that must be paid prior to the form's completion. Georgia Nephrology does not complete long-term disability forms.

Refund Policy

If you are due a refund on your account, and you have not received payment in a timely fashion, please call our billing department to assure that we have your account posted correctly.

Privacy Acknowledgement

Our office has provided you with a copy of our Privacy Practices, or our food faith acknowledgement. By signing below, you acknowledge that you have received the Privacy Practices Notice. We are not obligated to obtain this authorization in an emergency treatment situation.

SIGNATURE: _____

Date: _____