

Prescription Refills continued

After hours and on-call physicians cannot refill narcotic pain medications or routine medications. This must be done during regular business hours.

Referrals/Authorizations

If a referral is needed, your physician or staff member will generate this for you. We will forward your medical information to the specialist. The usual turn around time for referrals is three business days. Always confirm participation with your insurance provider before you schedule an appointment with a specialist. If you decide to see a specialist on your own, please let us know so that we can communicate with the physician and send any medical information they need.

Insurance

Piedmont Physicians participates in most insurance and managed care plans. We welcome calls to verify participation in your plan. Please present your card when you sign in for every appointment. Co-payments and deductibles are required at the time of service. Please be prepared to make these payments at your appointment. Non-covered services: Please be aware that some, or perhaps all of the services you receive, may be not covered or not considered reasonable or necessary by Medicare or other insurances. You will be asked to pay for these at the time of service.

Self Pay – No insurance

Payments are due at the time of service. Discounts may be available on certain services, so please discuss this with the office manager at your appointment.

WE PROMISE

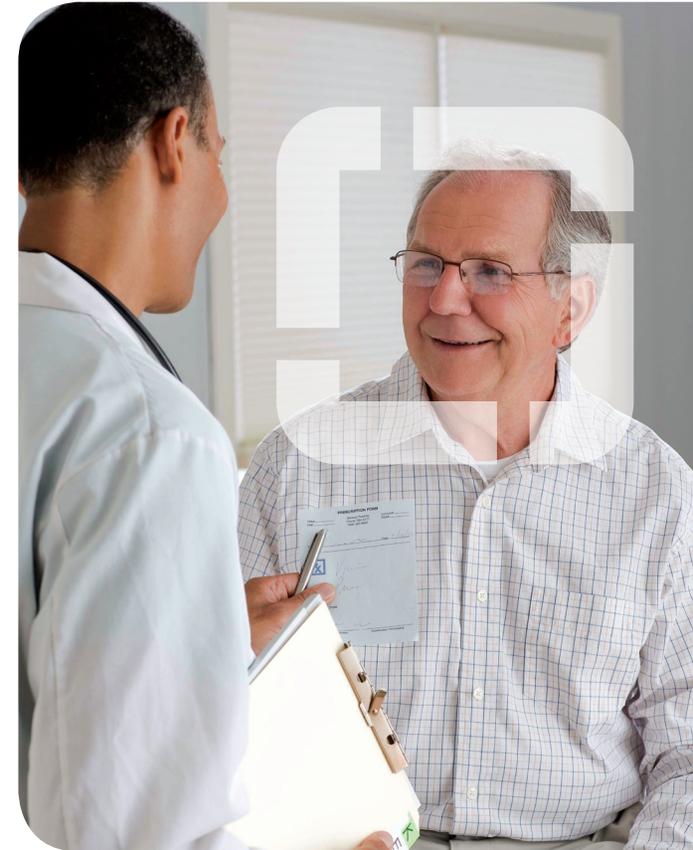
We promise to empower you to take charge of your healthcare by providing you with some of the world's best doctors, nurses and specialists; the latest in medical technology; and information you can understand. We will provide you with all of this, along with genuine, heartfelt concern.

That is our promise. We are glad you are with us!



piedmontphysicians.org

**WELCOME TO
PIEDMONT
PHYSICIANS**



WELCOME TO OUR PRACTICE

We are pleased that you have chosen Piedmont Physicians to care for your health. We are committed to providing you with quality healthcare.

We will do everything in our power to make you well and keep you well. Here is some useful information about our practice:

Access to your personal physician and staff

can be accomplished two ways – either by phone or electronically through our patient portals. If you want to communicate electronically, be sure to sign up for our electronic patient portal at your next visit. For your convenience, you can also use the electronic patient portal for appointments and prescription refills. This form of communication is for routine matters and never for emergencies.

Appointments

Our appointment policy is designed to minimize your waiting time and provide appointments that are convenient for you. Our goal is to schedule recurrent office visits with your provider. We do this whenever possible in order to promote the continuity of your medical care. Please bring all medications, insurance information, and a photo ID to every visit.

To make an appointment call the main office number.

Please tell the receptionist or nurse the nature and severity of your problems when you call. Our staff does their best to arrange appointments that are appropriate for you, so please provide details. You can also request

an appointment through the electronic patient portal.

If you do not have an appointment and feel you need to be seen, we encourage you to call first. This will allow us to find the best way to help you and minimize your wait.

Late Arrivals

If you arrive 15 minutes late for your scheduled appointment, we will make every effort to accommodate you. We regret that we may have to reschedule.

Cancellations

We realize unforeseen circumstances occur and patients may need to change their appointments; however, we require a **24-hour notification** of cancellation of your appointment so that we may offer the time slot to another patient. Recurring missed appointments or last minute cancellations disrupt our ability to provide quality and timely care to other patients. Your cooperation is appreciated. If you do not give the office proper cancellation notice, you may incur a no-show fee of \$50 to \$100.

After Hours Care

Piedmont Physicians are dedicated to serving our patients 24 hours a day, 7 days a week. While we are best able to serve you during regular clinic hours, we understand that a medical situation can arise any time of the day or night.

If you have an emergency medical problem that requires calling us after hours, you can reach us by calling **your doctor's main line** and

Getting  starts here.

asking the operator to contact your physician or the physician on call. For potentially life-threatening situations where delay could cause harm, **call emergency services by dialing 911 or go to the nearest emergency room.**

Weekend Clinics are available to you at locations throughout the metro area. For hours and locations call **404.367.3499** or visit **piedmontphysicians.org**.

Prescription Refills

Piedmont Physicians works with you and your pharmacy to authorize medication refills. Here are some suggestions to make it easier for you to refill your medication:

1. To avoid delays and busy phone times, please ask your physician for medication refills at the time of your office visit. Between visits, should you need a prescription refill, check with the office staff for their preferred method. You can request refills electronically through the patient portal.
2. Call your pharmacy to request a refill. Your pharmacy has all your information and they will contact us.

Be prepared with the following information and listen for the prompts:

1. Patient's name and date of birth
2. Patient's doctor's name
3. Name of medication, strength, and directions
4. Pharmacy name and phone number

Please allow **48 hours** for your request to be processed before checking with your pharmacy.