

## UROLOGY SPECIALISTS OF ATLANTA, L.L.C.

5673 PEACHTREE DUNWOODY ROAD-SUITE 910-ATLANTA,GA 30342

PHONE: (404) 255-3822 • FAX: (404) 255-0495

Dear Patient:

Welcome to our practice. We would like to familiarize you with our policies in order to provide you with the most optimal care.

1. Please allow 48-72 hours for all prescriptions to be called in to your Pharmacy. We will gladly mail it to you if necessary.
2. The office will not be responsible for contacting your insurance company to get prior authorizations for prescriptions. If your plan requires a prior authorization for prescriptions you will need to contact your insurance company and have it faxed to our office. Our fax number is 404-255-0495. We will gladly fill it out and return it to them within 72 hours of receiving.
3. Due to our high volume of patients we DO NOT accept walk-in patients. If you are having problems such as the following: FEVER greater than 101, pain, bleeding, or inability to urinate during regular office hours please dial the office number, press 0 and have the operator page the triage nurse. The nurse will advise you.
4. If you need to leave a message for the triage nurse, you will receive a return call by the end of that business day. The nurse prioritizes return call time by the severity of the patients problem.
5. Please allow 7 – 10 business days for any disability papers to be filled out and returned to you. There is a \$35 fee for filling these out.
6. We will gladly provide sample of certain drugs that your Physician prescribes for you. However, we do have a limited supply and will not be able to provide you with a continuous supply.
7. Due to our high volume of patients we would appreciate at least a 24 hour notice if you need to cancel your appointment.
8. Please allow 7-10 business days for test results to be called to you.
9. If you were referred to our practice by another Physician, please bring copies of medical records pertaining to your urological issues.