

**UROLOGICAL CLINIC OF VALDOSTA**  
**3294 N. OAK ST. EXT**  
**VALDOSTA, GA 31605**  
**229-241-1188**

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In order to shorten your lobby wait time please return the following to our office **ONE WEEK PRIOR** to your appointment.

- **Completed enclosed forms**
- **Lab work, x-ray reports, and/or doctor notes**
- **Photo ID to comply with FTC Red Flags Rule**
- **Insurance card and/or authorization to your appointment.**

**COMMITMENT TO CARE**

Our office is dedicated to providing our patients with the highest quality urological care. Every decision and every action by our staff is aimed at this goal. We are here to help answer any questions you may have or direct your question to the appropriate party.

\*\*\*Please advise our staff if you are a resident at a Skilled Nursing Facility.\*\*\*

**FINANCIAL POLICY**

We bill your insurance company for your health care costs so it's very important that we have accurate and complete information about your insurance prior to being seen. You should be aware that coordination of benefits is a requirement with the insurance companies if you have more than one insurance plan. Our office will check plan benefits and collect any copayment due upon check in/arrival. If, for any reason, your insurance company cannot be contacted or will not give us the necessary information, you will be asked to pay for your visit and we will file the insurance for you. Any unmet deductible or co-insurance is due at check out or prior to surgical treatment. In the event you receive a bill in the mail payment is due within 30 days of statement receipt. A \$5.00 collection letter fee will be added. If payment is not received, a \$15 certified letter fee will then be added if a payment is not made. We accept checks, money orders, cash, or credit/debit payments. In the event your payment results in a credit or overpayment we will apply the credit to any other outstanding balances you might have. If no balance is due we can hold your credit towards a future visit or promptly process a refund to you.

A \$30.00 service charge will be added to your account for all returned checks including returned ACH transactions. A \$25.00 Missed Appointment fee will be added to accounts if more than one appointment is not kept without calling 24 hours in advance to notify our office. In the event your account is turned over to our collection attorney a fee of \$30 or 40% of your balance (whichever is greater) will be added to your account to cover collection expenses in addition to fees related to attorney fees and court costs.

**PRE-CERTIFICATION AND PRIOR-AUTHORIZATION FOR MEDICATION**

Our office will make every effort to pre-certify surgery or x-rays that require pre-certification; however, it is ultimately your responsibility since the contract is between you and your insurance carrier. Please check with your insurance company prior to surgery or costly x-rays (a pre-certification telephone number should be listed on your card for you to call your insurance company to check on requirements). Insurance companies differ in pre-certification requirements.

Our physicians give authorization for a medication to a patient by issuing a prescription. In the event your insurance company requires additional prior authorization steps in order to fill your prescription a fee may be incurred to cover the cost of our nursing staff processing the additional paperwork.

\*\*\*If you have Tricare, we **MUST** have a **referral/authorization** from your primary care physician before you are seen. If we do not have authorization prior to your appointment, you will be rescheduled and asked to contact your primary care physician to get the necessary referral number.\*\*\*

**FORMS**

Requests to complete Disability/FMLA/Handicap or other special requests that are not directly related to patient treatment will incur a \$25 fee to be paid by the patient prior to completion. These forms require a substantial amount of time from our staff.

## **LAB PHONE CALLS & RESULTS**

Calls will be returned concerning test results once the physician has reviewed them. Some results are available next day and others can take up to a week to be returned to the office. If you do not hear back from us within 5 business days of your visit please contact our office.

## **TRANSPORT**

We are not equipped with transfer aids such as a Hoyer lift. If you need full transfer support we ask that you arrange to bring someone to the appointments to assist. There are several agencies that can provide this type of service such as the MS Association for patients with MS.

## **NURSING HOME OR REHAB PATIENTS**

If a patient is unable to communicate with our staff and provide written authorization for treatment they are required to have a care giver with them. This can be an employee of the skilled nursing facility or a family member. Patients may be asked to reschedule if these arrangements cannot be met.

## **PHONE MESSAGES**

When calling to speak to your doctor, please understand that the staff has been instructed to take a message (except in the case of an emergency). Be prepared to explain your question or request to the staff so that it can be explained to me. I usually instruct the staff on how to answer your questions or return calls after office hours. Please be sure to provide accurate day and evening numbers.

**MEDICATIONS REFILLS** Should you need refill on prescription, have your pharmacy request through **Eprescribing**. Please note that certain narcotics cannot be called in or sent electronically and must be picked up in person. If someone other than you will be picking up your prescription our office must be notified prior to releasing the prescription.

## **PATIENT PORTAL**

To comply with CMS mandates and offer improved patient communication our office invites you to participate in our secure patient portal. Please visit our website at [www.urologyvaldosta.com](http://www.urologyvaldosta.com) to register. Participation is FREE and allows you to request appointments, obtain lab results/records, or send general questions/correspondence to our office at your convenience.

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If you have an emergency situation, please call our office first and explain the problem to our staff. If the office is closed, please contact South Georgia Medical Center at 333-1000 and they will locate the urologist on call or you can go to the hospital Emergency Room for immediate treatment.

Our office hours are Monday through Thursday from 8:00 a.m. to 5:30 p.m. Friday appointments may vary in the mornings.

Our office strives to accommodate all patients in need of immediate attention. Because of this our schedule may be delayed. Emergency situations arise daily and these patients will be seen before regular follow up visits. Please remember that if you were to require emergency care we would see to your needs in the same way. If the doctor is called away on an emergency, we make every effort possible to reach you in advance and let you know of the delay and give you an opportunity to re-schedule or come at a later time; however, this is not always possible. Your understanding is appreciated. We will make every effort to reschedule your appointment as soon as possible.

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**We are glad that you have chosen us to take care of your urological needs. It is our goal to make every patient feel assured and comfortable. If you have any questions or concerns, please feel free to call our office and speak with our office manager or one of our friendly staff. If you are dissatisfied with our service in any way, we will make every attempt to correct the problem to your satisfaction or we will gladly forward your records to another doctor of your choosing. We would encourage you to continue your urological care.**

Please take a few moments and fill out the enclosed patient information form and questionnaire. Please be sure to get this to us **AT LEAST ONE WEEK PRIOR** to your appointment. We look forward to seeing you!

The providers and staff of Urological Clinic of Valdosta