

## METRO ATLANTA GASTROENTEROLOGY, LLC

5669 Peachtree Dunwoody Road, Suite 210 • Atlanta, GA 30342  
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# Practice Policies

### **Appointments:**

Appointments can be made during our regular business hours of 8:30 am – 4:30 pm. If you feel you or your family member needs to be seen on an urgent basis, please call us as soon as possible so we can work you into the schedule.

We earnestly try to meet our appointment schedule, but on occasion, due to medical emergencies, we are unavoidably delayed. Thank you for your patience in this matter. Nurses will try to notify you of any delay.

Much effort goes into preparing for your visit. If you are unable to keep your appointment please be considerate of other patients needing to be seen and contact us no later than the day before your scheduled appointment to cancel. All “same day” cancellations and “no show” appointments will be charged a \$50 fee.

### **After Hours:**

Coverage is provided during after hours and weekends. You may call our main office number, (404) 255-4333, and our answering service will contact the physician on call. If your condition is a life-threatening emergency, please call 911.

### **Prescriptions/Refills:**

Please call your pharmacy and have them contact us during regular business hours for any approved refills. We will refill prescriptions within 48 hours of receiving a call from your pharmacy during our regular business hours. *Metro Atlanta Gastroenterology physicians will not authorize refills during after hours, weekends, nor will they refill another physician's prescription(s).* \*\*We will not call in refills, unless you have been seen within the last year\*\*

### **Insurance:**

You are personally responsible for all services provided by our physicians. We are glad to assist you by participating in a number of insurance contracts. However, it is your responsibility to know what type of insurance you have and the type of coverage it provides. It is your responsibility to know what your insurance covers. If you do not inform us of any special requirements and services are subsequently not covered, you are still personally responsible for your bill. Please do not hesitate in contacting our billing office at 404-255-2781 with any questions you may have regarding your bill.