

INFECTIOUS DISEASE — CONSULTANTS —

Practice Guidelines and Policies

- **Labs**
 - Lab Draws - will be offered at our practice as a courtesy. If we are unable to draw a lab we will send orders to a Labcorp or Quest draw station of your choice.
 - Lab Results - Are generally resulted within 2 business days, although some tests may take longer- up to five weeks. Results are posted on your Healow patient portal with clinical comments once the ordering provider reviews them.
 - Lab Results - Will not be discussed over the phone or patient portal.
 - Lab Results - Abnormal or Critical results will need a follow up appointment to discuss further treatments or change in care plan.
 - Labcorp and Quest both offer a patient portal that will show results prior to the ordering providers review.
- **Urgent Care or Emergency Medicine**
 - Our office is not equipped to perform emergency or urgent care.
 - If an event occurs and you need care immediately, please seek care from your closest urgent care or emergency room prior to calling our office.
 - If our providers believe that your care is beyond what we can provide in the office we will refer you to your nearest urgent care or emergency room.
- **Prescription Medications**
 - Bring a current list of all medications to each appointment.
 - New prescriptions or refills will be filled by phone or electronically sent within 24-48 hours of the appointment or request.
 - Unless a prior agreement has been made, narcotic medications will not be prescribed or refilled.
 - Advise the office of adverse reactions to medications prescribed by our office.
- **External Documents and Forms**
 - We will not fill out external documents unless required by the State of Georgia.
 - We will no longer fill out the following forms, including FMLA, Life Insurance, Disability, Parking Permits.
 - Most external documents need to be completed by your primary care provider.

- **Lyme Disease and Other Parasitic Infections**
 - It is our policy to not treat any infection that we do not have laboratory results to substantiate.
 - We only see new lyme or parasitic infection appointments with a referral from another provider.
 - Treatment will be consistent with guidelines set by IDSA or AMA.
 - If treatment is still needed at the end of the set guidelines, we will work with you to have your care transferred to a different organization.
- **Mutual Respect**
 - The relationship between patients and providers is based on trust and should serve to promote patient's well-being while respecting their dignity and rights. Trust can be established and maintained only when there is mutual respect.
 - Patients who use derogatory language or actions toward physicians, other health care professionals, or others in our health care setting seriously undermine the integrity of the patient-provider relationship. This will not be tolerated in our practice.
 - If such actions occur over the telephone, the call will be terminated.
 - Therefore such behavior will constitute dismissal from our practice.
- **Non - Compliance**
 - Non-compliance with your treatment plan may result in worsening of your medical condition, increased healthcare costs, and potential complications that could have been avoided.
 - The following are examples of non-compliance
 - Missed appointments or failure to schedule follow-up appointments as recommended.
 - Failure to take prescribed medication as directed, including missed doses or taking medication at incorrect times.
 - Not following recommended lifestyle changes, such as dietary restrictions, exercise, or smoking cessation.
 - Refusing recommended treatments or procedures.
 - Patients that are habitually non-compliant will be dismissed from the practice.
- **After Hour Calls**
 - Our office is open from 7:30 am - 4:00 pm
 - Calls made to the office after these times will be answered by our answering service.
 - The answering service will send a message to the appropriate office to be reviewed the following business day.
 - If your issue is urgent and can't wait until the next business day the answering service will direct you to go to your nearest urgent care or emergency room.

- **Specialist**
 - As our office consists of only specialists, we are unable to act as a patient's primary care provider.
 - We are unable to do wellness visits due to us not being a primary care provider.
 - If you do not have a primary care provider, please let us know we will assist in establishing care with a PCP.
- **Appointments**
 - Please bring a list of current medications to all appointments.
 - Appointments will be rescheduled if you are more than 15 minutes late.
 - If you are going to be more than 15 minutes late please contact our office to reschedule.
 - To expedite new patient appointments we ask that you bring your new patient paperwork completed to the office visit with a copy of your driver's license and insurance card.
 - Three or more no-show or cancellations will result in dismissal from the practice.
- **Scribing Technology**
 - Our providers may use scribing technology that utilizes artificial intelligence to develop the progress notes.
 - This technology adheres to HIPAA compliance laws to make sure data is secure and protected.
 - If you do not want our providers to use this technology please inform them at the beginning of your visit.