

INFECTIOUS DISEASE SPECIALISTS OF ATLANTA, P.C.

Robin Henry Dretler, M.D., F.I.D.S.A. • Hieun T. Nguen, M.D. • Milton Derrick Boden, M.D., C.W.S., F.C.C.W.S.
Anson K. Wurapa, M.D. • Adam M. Bressler, M.D.

Dear New Patient:

Welcome to our practice. Thank you for allowing us to serve your healthcare needs. The following information is provided to introduce you to our practice and our practice policies.

Location:

- We are located at 2665 North Decatur Road, Suite 330, Decatur, Georgia 30033, on the third floor of the DeKalb Medical Center Professional Office Building 2 (POB2).
- POB2 is located adjacent to DeKalb Medical Center on the West side of the hospital campus (closest to Sycamore Drive and Church Street.)

New Patient Forms:

- For your convenience we post our new patient information and forms online so that you can print them out and complete them before your appointment. You will find these under the "Forms" tab.
- Your check-in process will go faster if you complete these forms in advance and bring them with you to your appointment. You may also mail them to us five (5) business days prior to your scheduled appointment or fax them in advance to **404 297-5008**. We regret that, due to HIPAA regulations, we cannot accept new patient forms electronically at this time.
- Please provide **all** of the insurance information requested so that we may verify your benefits and eligibility prior to your appointment and prevent delays in your treatment.

Office Hours, Appointments and Cancellation Policies:

- We have office hours Monday through Friday from 9 a.m. until 5 p.m.
- You will need to **arrive 15 minutes prior to your appointment time** so that we can organize your paperwork and set up your chart in time for your scheduled appointment. We will also need to copy your insurance card(s) and picture ID.
- We request that you turn off your cell phone when in our office as a courtesy to other patients and so that our physicians and staff will not be interrupted while caring for you.
- We also request that you give us at least 24-hour notice if you are unable to keep a scheduled appointment. This will give us time to schedule someone else who may have an urgent need for care.
- If you are unable to keep your **first** appointment but fail to contact us in advance, we may not reschedule you.
- We understand that you may not be able to keep an appointment due to unforeseen circumstances, and therefore you may not be able to give us 24-hour notice. We will forgive the first missed appointment; however, if you miss additional appointments, you will be charged \$40.00 for each missed appointment. This fee must be paid prior to scheduling another appointment. *Please keep in mind that a missed appointment fee cannot be billed to your insurance company. It will be your personal responsibility.*
- Additionally, if you fail to notify us in advance and do not appear for 3 scheduled appointments, you may be dismissed from the practice.
- Sometimes our physicians must see other patients who need emergency care, and delays may occur. We respect your time, and if we see a delay may be extreme, our office may ask you to reschedule for another time, but we will work you into the schedule as promptly as possible.

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- Please feel free to contact our office as questions arise concerning your medical condition, medication, or treatment. A nurse will make sure that your physician is contacted, and your concerns and questions will be answered.

Medical Records and Medications:

Our physicians can provide the very best care when they have a thorough knowledge of your medical history and previous treatment. They ask that you obtain copies of your medical records from your other health care providers and bring them **with you** to your first appointment. These records may include:

- Laboratory reports
- Written reports of any X-rays/radiologic studies
- Immunization records
- Allergies to medications

Similarly, our physicians also need to verify your medications:

- Please bring with you all of the medications you are currently taking, in their original containers.
- Don't forget to include over-the-counter (nonprescription) medications.
- Women taking birth control pills should be careful to bring these, too, since some antibiotics may interfere with the effectiveness of oral contraceptives.

Financial Information:

- If you have medical insurance, please bring all of your current insurance identification cards with you to each appointment. Please verify in advance that the cards have not expired.
- You will also need to bring a valid photo identification card to each appointment.
- At check-in you will be expected to make any co-payments you will owe based upon your insurance benefits. If you are not insured but are a self-pay patient, payment in full is required at the time of service.
- We accept cash, checks, money orders, Visa, MasterCard and Discover.

Thank you. We look forward to meeting you soon.

Doctors and Staff of Infectious Disease Specialists of Atlanta, P.C.