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Phone Call Policy

We ask that you limit your phone calls to urgent needs only. We see a large volume of patients in our office each day and it is difficult to provide one-on-one service and still attend to a large volume of patient phone calls.

Patients should contact the office immediately if any of the following are new or present more than 48 hours after a procedure: (1) fever greater than 101 degrees, (2) neck stiffness, (3) drainage from a procedure site, (4) weakness, numbness or tingling in arm(s) or leg(s). Patients should also call if they are having an allergic reaction to new medication prescribed. Call 911 for all emergencies.

The ModMed Patient Portal is available to all patients. If you have access to the internet with a computer, laptop, tablet or smart phone. A limited function app version of the portal is also available for patients via Google Play or Apple App Store. Each new patient receives an invitation to the patient portal with detailed registration instructions. Existing patients can contact our office for registration information. Klara is also available to all patients with access to text messaging or internet.

The ModMed Patient Portal **should** be utilized for:

- Appointments: Request an appointment, view current appointments and history
- Prescriptions - Requesting refills
- Online Bill Pay: View and pay your bill

To access the ModMed Patient Portal Website: www.athensspinecenter.ema.md then click Patient Login.

Our Klara messaging service should be utilized for:

- Reporting procedure results - For insurance purposes, include the following detailed information:
 - Percentage of relief from 0% (no relief) to 100% (complete relief) of your pain
 - How many days/weeks/months your relief has lasted
 - For patients without access to the internet, calls to report your procedure results will be routed to a voice mailbox. Please leave a detailed message on the voice mail including results information listed above.
- Reporting any new or changed medical conditions which could impact your treatment - Especially new medications from other doctors or hospital stays
- Any other non-urgent clinical or administrative questions or issues

In addition, Klara can also be utilized for:

- Appointment Scheduling: View, confirm, schedule, reschedule and cancel (24-hour advance notice)
- Prescriptions: Requesting refills, reporting any non-urgent intolerance, negative or side effects, or issues with your pharmacy

We do not return phone calls to discuss imaging (MRIs or x-rays), to discuss the treatment plan or to request routine medication changes. If your procedure or medications are not working, if your pain level has changed, or if it has been greater than six months since your last visit with us then we request that you schedule a follow up visit.

Please remember that calling repeatedly during the day does not speed up a return call, it simply slows down our ability to efficiently and effectively attend to all our patients' needs. Our goal is to provide each of our patients with the best we have to offer in pain intervention. Your cooperation in adhering to these guidelines will improve the overall care we are able to provide to all our patients.

I have read, understand and agree to this policy.

Patient or Guardian (with defined relationship) Signature**

Date