

Arthritis Center of North Georgia

Marta T. Bognar, MD
Audrey Gibson, PA-C, MSPAS

William A. Chafin, III, MD
Emily Schofield, MSN, FNP-BC
Dr. Huma Sohail

Brent A. Flickinger, MD
Carrie Phillips, PA-C

Gainesville Office
961A Smoky Mountain Springs Lane
Gainesville, GA 30501
P:770-531-3711/ F: 770-531-3718

Athens Office
957 Baxter Street
Athens, GA 30606
P:706-410-9270/ F:706-410-9276

Patient Office Policy

In order to give the best possible care to our patients, we have implemented this patient office policy. Please read and sign the attached form acknowledging that you understand the information in this policy. Please ask the office staff if you need clarification or have any questions.

- Refill Policy – Please ask for refills at your appointments. If you need a refill in between appointments, please contact your pharmacy to send a refill request to us. This will eliminate duplicate phone calls from you and your pharmacy. Please allow 24 hours for your refill to be sent in. Medications will not be refilled on the weekends, holidays or the days that your physician is off. Dr. Bognar is off on Wednesday afternoons and Dr. Flickinger is off on Friday afternoons. Dr. Chafin takes off most Fridays and prefers all non-urgent issues to be taken care of Monday thru Thursday (Example Medication Refills).
- If you will be more than 15 minutes late to your appointment, you may be asked to reschedule.
- Our office requires you to have an appointment. We do not accept walk-ins. If you are having an urgent issue, please call our office and ask to be seen. A message will be given to your physician and they will respond with a work in appointment time.
- We do not make appointments for lab work. You may come anytime Monday –Friday from 8:30AM to 12:00PM and 1:30PM to 4:00PM. Labs are sent to Labcorp unless otherwise indicated.
- All co pays and outstanding balances are due at the time of check-in. Self pay new patients office visit is \$150.00 and follow up visits range from \$45 - \$75.00. Payment is due at the time of service. Accepted payments methods are cash, check, credit or debit cards (MasterCard, Visa & Discover), and money orders.

- Our returned check fee is \$30.00.
- If your account is turned over to our collection agency, you will not be able to make any future appointments or have prescriptions refilled until the account is paid in full. You will then be asked to pay your responsibility at the time of service. We will no longer be able to bill you for co-pays or balances. If your account is turned over to our collection agency, there will be a 40% collection agency fee added to your account.
- We do ask that you provide us with a photo ID and your insurance cards (prescription cards also). This helps us to identify you and make it possible to file your insurance.
- If a referral is required by your insurance, it is your responsibility to make sure we have a referral on file for you. If we do not have a referral on file, you will be responsible for the visit.
- It is the responsibility of each patient to know their insurance benefits. Any amount that is applied to a co-pay, deductible, or coinsurance is the patient's responsibility. Any service that is considered non-covered by the patient's insurance company is also the patient's responsibility.
- We do not file worker's compensation or auto accident claims.
- We understand that identity theft is a major concern and are aware that some patients do not want to give us their social security number. Our lab companies require a social security number in order to perform lab tests. If you will be having labs done in our office, we will need your social security number.
- We strive to return all patient calls the same business day, however if you are calling late in the afternoon, your call may not be returned until the next business day. If you leave a message for your doctor or nurse, please allow them time to answer your message. Multiple calls on the same issue will delay a call back to you.
- We do charge the standard medical records copying fee to all patients and life or disability insurance companies who are requesting records. The fee is based on the number of pages being copied. If we are forwarding your records to another physician's office, there will not be a charge.
- There is a \$35.00 charge for our physicians to complete disability/employer forms. Please make arrangements to pay this at the time you drop off or mail in your forms. Dr. Chafin typically does NOT do disability paperwork.

**Please keep this page for your records.

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I have read and understand the patient office policy of Arthritis Center of North Georgia.

Patient's Printed Name

Date of Birth

Patient's Signature