



Dear New Patient:

Welcome to our practice! Below is important information related to your kidney care and being a patient here at Nephrology Associates of Syracuse, PC. Building a successful partnership between you and our providers and staff is our top priority.

Important Policies –

All new patients are assigned a primary nephrologist physician who will develop your care plan and collaborate with our team of nurse practitioners and physician assistants to take care of you. Depending on provider availability, you may have the opportunity to meet many of our skilled physician assistants and nurse practitioners.

After your first visit, typically your physician will order labs to be done at our office. Going forward, if your physician has ordered labs and office visit, ***you will need to arrive 40 minutes ahead of your scheduled appointment so that when you see your provider, your lab results will be available. We refer to this as your “Check In Time.” We provide phone, text and email appointment reminders.***

We offer ***on-site Kidney Disease Patient Education sessions that are individualized*** for you that we highly recommend for all new patients. We also offer a ***Chronic Care Management Program*** for all patients with two or more chronic conditions as a monthly check in and support for your chronic condition.

Please be sure we have your cell phone number, cell of emergency contact, pharmacy, and your list of who we can speak to about your care. ***Let us know of any changes as we must be able to reach you to communicate swiftly and efficiently.***

Please share *your email address so we can set you up with Portal Access so you can view your labs and request prescriptions refills online via your computer or download the Healow App* for mobile access. This is a convenient alternative to calling our office. The portal and mobile app are available beyond business hours. We offer free Patient WIFI in our waiting room also and you can set up your Portal access prior to your appointment.

Please be sure to *make and keep your scheduled appointment. Kidney care requires ongoing monitoring and we must ensure you are followed closely. All active patients MUST have a scheduled appointment.* You may not cancel and state you will call back as this runs the risk that you could be lost to follow up care.

Please notify our office immediately if you are admitted to the hospital.

All No-Show patients will be billed a \$25 fee. Multiple no show appoints in a row will result in discharge from the practice. *There is a shortage of kidney specialists and no-show appointments are a wasted resource where care could have been provided to another patient.* Thank you.

Sincerely, Physicians and Staff of Nephrology Associates of Syracuse, PC