



# NEPHROLOGY

ASSOCIATES OF SYRACUSE, P.C.

## Frequently Asked Questions

Question: Where is your office located?

Answer: Our main office is located at 1304 Buckley Road, Suite 200, Syracuse, NY 13212. We also offer nephrology care at four satellite locations in Camillus, Fayetteville, Fulton and Vernon. Detailed directions and location information is available on our web site at [www.nephrologysyracuse.com](http://www.nephrologysyracuse.com)

Question: Do you have parking?

Answer: Free and handicapped accessible parking is available at our main office and all satellite office locations.

Question: Where should I park when I arrive at your main office?

Answer: When you arrive at 1304 Buckley Road, you will enter the parking lot from Buckley Road, as there is only one entrance. Upon arrival, please drive in and go around the back of the building and continue until you see a large canopy, which is the main entrance of the building. We are located on the second floor in Suite 200. An elevator and stairs are both available for access.

Question: What is your fax number?

Answer: Our fax number is 315-476-5211.

Question: What hospitals is Nephrology Associates of Syracuse affiliated with?

Answer: Crouse Hospital and St. Joseph's Hospital Health Center located in Syracuse, NY.

Question: What can I expect if I call on the weekend?

Answer: You will get our Answering Service where you will be able to speak with a Physician that is on call if it is an emergent issue.

Question: What type of insurance do you accept?

Answer: We accept many of the most common insurance plans. Please refer to our list of participating insurances found on our web site under Patient Forms.

Question: Do I need pre-authorization?

Answer: It depends on your insurance plan. Please contact your insurance company if you are not sure.

Question: Are your facilities wheelchair accessible?

Answer: Yes, all locations are wheelchair accessible. Wheelchairs are available for use from our main office for your appointment.

Question: Do you expect my copayment on the day of my appointment?

Answer: Yes, all patients are required to pay their co-payments and balances at the time of their visit.

Question: What are your office hours?

Answer: Our main office opens at 7:20 am for Lab Services. Our Office and Phone Hours of Operation are Monday - Friday: 8 am - 4:00 pm. We are closed for lunch from 12 – 1 pm. Please note this schedule may vary during holidays and special events.

Question: How can I refill my prescription?

Answer: We encourage all patients to request a prescription refill via our patient portal for a medication that one of our providers has prescribed. Alternatively, you can call our office with your prescription information during normal office hours only. Please note that we are unable to e-prescribe any controlled substances.

Question: What is a Patient Portal?

Answer: A Patient Portal is a secure, individualized, online tool available via log on from our website that gives our patients convenient 24-hour access to personal health information from anywhere with an Internet connection. Using a secure username and password, patients can view health information such as:

- Your health record
- Lab results once reviewed and signed off by your physician
- Medications
- Immunizations and allergies

Our patient portal also allows our patients to:

- Exchange secure e-mail with our health care team
- Request prescription refills for medications prescribed by our providers
- Request to change or schedule non-urgent appointments
- View your patient account statement and make online payments via our web site

The patient portal implementation is a tool that can enhance patient-provider communication, empower patients, support care between visits, and, most importantly, improve patient outcomes.

Question: How can I access the Patient Portal?

Answer: Please provide your email address so that our staff can set up your access to the patient portal. You will be given a user name and initial pass word. During the first time you log on, you will be asked to answer some security questions and change your pass word to something that only you know and will recall. If your account gets locked, please call our office so that a staff member can unlock your account. Please wait 5-10 minutes to allow time for your account to be reset.

Question: When can I expect my lab results?

Answer: We have our own in-house laboratory that provides state of the art testing and have set up a best practice for established patients to arrive 40 minutes early to their scheduled appointment so that in the majority of cases the physicians and providers will have your results when you see them at your appointment.

Once lab results have been reviewed and signed off by your physician, you may view these on the patient portal.

Please note, however, there are some lab tests that must be sent out to a reference lab based on the specific test, as well as some insurance companies require that specific lab tests must be sent out. These lab results will not show up on the patient portal.

Question: If I have questions in regard to my bill, who do I call?

Answer: Please call our Billing Office at (315) 362-5287, Monday – Friday, 9 am – 3 pm EST.

Question: What Additional Services do you provide at your main office?

Answer: Nephrology Associates of Syracuse PC provides the following additional services at 1304 Buckley Road as recommended by your provider:

Question: What Kidney Disease Education is available?

Answer: We offer proactive patient education, which is a critical component of kidney care for patients and their families. We offer one-on-one, interactive educational sessions in our Patient Education Center. Patients and their family members connect with one of our nurse practitioners or physician assistants who provide customized kidney disease education and discussion of individual health care needs. Our providers listen and answer questions to support the patient and seek to optimize kidney functioning as much as possible throughout life. Family members, significant others and/or caregivers are welcome and encouraged to attend education sessions with our patients. Collaborate with our team to avoid unplanned emergency room visits, unplanned hospital admissions, and arm yourself with education to

Question: What Other Services are available?

Answer: Post Hospital Discharge Care, Chronic Care Management, Blood Pressure Management, Patient Teaching RN Visits, Home Hemodialysis, Peritoneal Dialysis, Transplant Assessment/Facilitation, and Hemodialysis management

Please refer to our web site at [www.nephrologysyracuse.com](http://www.nephrologysyracuse.com) for further information. Thank you.