



## **Dear New Patient:**

Welcome to our practice! Below is vital 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. Depending on 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 provider has ordered labs, please ***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. Please “Check In” on time!

Appointments cancelled with less than 24 hours’ notice or missed without notice (unless due to inclement weather or medical emergency) will result in a ***\$100 No-Show Fee***, which is not covered by insurance and may be required prior to scheduling future visits. This policy allows us to offer timely care to other patients in need.

For Medicare Primary Part B Patients with CKD Stage 4, 5 or on Dialysis, we offer the ***KidneyLink Program***. For Excellus patients with CKD Stage 4 or 5, we offer the ***REACH KidneyCare Program. Patient Education, Chronic Care Management, and Care After Hospital Discharge are available.***

Please ensure we have your cell phone number, cell of your emergency contact, pharmacy, and 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.***

We need your email address to set you up with ***Patient Portal Access*** so you can view your labs and request prescriptions refills online via your computer or download the ***Healow App*** for mobile cell access.

Please ***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 \$100 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.