



WellStar Rheumatology Associates of Marietta
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Attention: WellStar Rheumatology Patients
Ways to Help Us Help You!

We are committed to high quality healthcare for you and your family. We have compiled a list of information that will assist us in providing you with the highest levels of patient care and customer service. Please familiarize yourself with this information so you will know what to expect in the event you should need our assistance.

Pharmacy Prescription Refills:

You are encouraged to have prescription refills addressed at the time of your visit with your Provider. Should you need a refill during the interim, please have your pharmacist fax your request to our fax line at 770-420-1661. This will help expedite the refill process. Please remember that your Provider reviews all prescription refill request and must approve the refill. This review could take up to 72 hours. Contact your pharmacy prior to calling our office to confirm whether your prescription refill has been approved.

Labs, X-Rays and Diagnostic Testing Results:

Please allow 10-14 days for lab results, x-rays or other test results. Normal results can be checked on our Clientell line by dialing 1-877-506-0909. You will be prompted to enter your medical record number which is your social security number. If the results are abnormal or medication adjustments are needed, we will contact you immediately. It is most important that we have your current phone number so you can receive your results. Should you need test results mailed to you we will gladly do that. Please refrain from leaving multiple messages as this delays our response time to your original message.

No Show Policy:

When an appointment is missed without a call from someone to cancel or reschedule 24 hours prior to the appointment time, it is considered a no show. We value you as a patient and recognize the difficulties you face in trying to coordinate all the demands made upon your time. We know that unavoidable emergencies sometimes occur. Please be considerate of other patients' needs and give as much notice as possible if you are not able to keep your appointment. This notice will also eliminate the \$25.00 cost for no shows.

Insurance:

Please bring your insurance card with you to every visit. We will need to review it and scan the card. This will assist us in filing your claim for payment. In the event your coverage has lapsed or expired on the date services are rendered, all charges will be your responsibility and payable that day. Any co-insurance, deductibles or co-payments are collected at the time of service.

Phones:

In an effort to better serve you we have made changes to the prompts you hear when you call our office. Please listen to all prompts before you make a choice. If someone does not answer, please leave a voice mail message. Messages left before 3:00 p.m. will be returned the same day. Please do not leave multiple messages as this delays our response time to your original message.

We are very pleased that you have chosen our office for your care. If you have any special needs or questions, please let our staff know or feel free to call Jennifer Gaines, Office Manager or Helen Elrod, Clinical Supervisor at 770-420-1690. Thank you for your confidence in us.

We Believe in Life Well Lived