

EMORY-CHILDREN'S CENTER DIVISION OF PEDIATRIC NEPHROLOGY
PATIENT GUIDE

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Office: 404-727-5750

Nurses' Line: 404-712-8476

Appointments: 404-778-2400

Athens: 706-389-2800

Telemedicine: 404-785-1111

Urgent After-Hours Questions:
404-778-5000

Fax: 404-727-8213

Office hours:
Monday to Friday
8 a.m. to 4:30 p.m.

How do I contact the Division of Pediatric Nephrology?

Call 404-712-8476. If you leave a message, include your child's name, date of birth and your phone number. If you need urgent after-hours assistance, call 404-778-5000. If your child's condition is life-threatening, call 911.

How do I schedule an appointment?

We do not have walk-in appointments. Schedule follow-up appointments as you leave the clinic. If you need to change an upcoming appointment, call 404-778-2400. If you believe your child needs to be seen right away, call 404-712-8476. For emergencies, call 911.

What should I do if I need to reschedule an appointment or may be late for my appointment?

Call 404-778-2400 as soon as you know you need to reschedule your appointment. If you are going to be late, call 404-727-4801. We may have to reschedule your visit so we do not keep other patients waiting.

Do I need to bring anything to the appointment?

- Your child's medications or a list of your child's medications and doses
- Any records the doctor or nurse requested, such as urine protein results or blood pressure readings
- Any questions you have for the doctor or nurse

How do I obtain prescription refills?

Call your pharmacy and ask the pharmacist to fax a refill request to 404-727-8213. It can take one to two days to complete this process. Notify your pharmacy at least one to two weeks before the prescription runs out.

If your child's medication dose is different from the dose written on the bottle, then call 404-712-8476, include your child's name, date of birth, the name of the medication, the current dose, the pharmacy's phone number and your phone number.

If my insurance changes, should I call your office?

Yes, it is important to tell us of any changes with your insurance. To get approval for medications or procedures, we will need your most current information.

If my child is scheduled for a special test, do I need to check with my insurance company to make sure the test will be covered?

It is your responsibility to know what is covered by your insurance policy. If your doctor orders additional procedures or tests, we will request approval from our precertification department. We will try to get all necessary approvals from your insurance company before the date of the procedure.

If my child has been diagnosed with a kidney disease, who do I call if my child gets sick?

Continue to see your primary care physician for routine check ups and general pediatric care.