

# Children's Physician Group— Rheumatology

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**Children's**<sup>SM</sup>  
Healthcare of Atlanta

## Welcome

Welcome to Children's Physician Group—Rheumatology. Our office is open Monday through Friday from 8 a.m. to 5 p.m. Call 404-785-KIDS (5437) to make an appointment or speak to a member of our team.

### Primary care providers

All children followed by our practice need to have a primary care provider (PCP). Provide updated information from your child's primary doctor to our administrative staff during every visit upon check-in. After your visit is complete, we will send a letter to your child's PCP summarizing the visit.

### Appointments

Arrive at your child's appointment at least 15 minutes prior to your scheduled appointment time. Allow yourself enough time to travel to our clinic and park. There are no walk-in appointments.

We strive to run on schedule, however, some patients have complex rheumatologic conditions that may warrant unplanned extra time with the physician or provider during their appointment. We do our best to provide comprehensive attention and care when serving our patients and their families, so we appreciate your patience and understanding.

### Late arrival to clinic

If you arrive more than 20 minutes late to your appointment, we may reschedule your child's visit for another time or date.

### Appointment cancellations

If you must cancel your child's appointment, call 404-785-KIDS (5437) at least 24 hours prior to the appointment date. This allows us to offer the available time slot to another child who needs to be seen.

### Scheduling follow-up appointments

- **In-person:** The best time to schedule follow-up appointments for your child is at the time of your current clinic visit. Bring your calendar and your child's school calendar, if needed. Appointments cannot be made by the administrative staff at our satellite locations (Children's at East Cobb, Children's at North Point and Children's at Satellite Boulevard). Follow-up appointments at these locations will need to be made by phone.
- **By phone:** Call our office at 404-785-KIDS (5437) during office hours to schedule follow-up appointments. Office hours are Monday through Friday, excluding holidays, from 8 a.m. to 4 p.m. Follow-up appointments are usually filled two to three months in advance. Call as soon as you know your child needs an appointment.

## Sick calls

If your child is sick, call us at 404-785-KIDS (5437) during office hours. Tell the office staff this is a sick call and they will take a message. A nurse will call you back the same business day.

Answer all phone calls the day of your inquiry, even if you do not recognize the phone number. This will help make sure you do not miss the nurse's return call. The nurse may provide guidance and/or relay concerns to the physician, and then call back later with instructions.

## After hours

When you call our office on weekends, holidays and after regular office hours on weekdays, the on-call physician will be paged. Allow 30 minutes to receive a response. Call again if you do not hear back within 30 minutes.

**If your child has an emergency, call 911.** Calls from the office staff, nurses and physicians may have a wait period, and these are only for non-emergent situations.

## Prescription refills

Refills are only authorized during regular office hours on weekdays. For a refill to be authorized, your child must have been seen within the last six months, have a scheduled follow-up appointment in the system and have up-to-date labs.

Allow 48 business hours for refills to be processed. Plan your refill request with this timeframe in mind.

## How to request a prescription refill

- **In-person:** The most effective way to get refills for your child's prescriptions is to request them at the time of your child's visit.
- **By phone:** If your child needs a refill in between appointments, call our office during regular office hours.
- **Pharmacy:** Pharmacies may fax refill requests to our office at 404-785-9096 or send them electronically.
- **MYchart:** You may request refills using MYchart (see information below).

## Test results

- Some tests results may take weeks to come back. Our office will contact you if there are urgent results requiring further action.
- If you would like to discuss the results that are available, call 404-785-KIDS (5437) during office hours approximately 10 days after the labs were drawn to speak with one of our nurses. Not all results may be readily available at the time of your call.
- You may view regular lab results obtained at Children's using MYchart (see information below). You will be notified of urgent results requiring further action. The normal lab values listed are used as reference points. Results outside of these ranges may not necessarily be clinically significant in your child's case.
- If the labs and/or imaging tests have been done at an outside facility, call 404-785-KIDS (5437) after they are complete to notify us of the date, location and contact information where the tests were performed. Make sure the outside facility faxes the results to our office at 404-785-9096.
- If your child is due for medicine, continue the same schedule and regimen until the data is reviewed and the physician authorizes a change. Do not alter the schedule or doses of medicines unless advised to do so by your child's rheumatologist.

## Letter requests

Letter requests, including school forms, take approximately 10 business days for us to return. Plan accordingly when placing your requests, especially if there is a deadline.

## Sports physicals

Annual sports physicals should be done by your child's PCP. We cannot perform them in our Rheumatology Clinic.

## MYchart

MYchart gives you access to portions of your child's medical records, including lab results. We strongly encourage you to enroll in MYchart, as this is a very efficient way to communicate with our team.

- MYchart messages should only be sent for non-urgent reasons. Allow approximately 72 hours for a response from our team.
- If you sign up for MYchart, be sure to check your messages regularly, as you may receive clinically important notifications about medicine changes and lab results.
- Some privacy policies may apply depending on the age of your child.
- If you cannot gain access to MYchart or have technical questions, call 404-785-KIDS (5437) for help.

## Medicines and infusions

### Prior authorization

Some medicines and almost all infusions used in rheumatology require prior authorization. This process is facilitated by our office. Depending on your medical insurance company, it may take several weeks to complete the process. If you have not heard back about the medicine two to three weeks after it was prescribed, call our office to request an update on the approval status.

If you change health insurance, notify our office as soon as possible, as this may require us to re-obtain approval for your medicines to be covered.

### Infusion Center

Infusions ordered by our providers are usually given at Children's Infusion Center located on the first floor of Egleston hospital. The Infusion Center will be moving to the Emory Children's Center Building, which is located next door to Egleston hospital, in fall 2018.

Call the Infusion Center at 404-785-6107 to schedule and/or reschedule appointments in accordance with your provider's recommendations.

- Appointments at the Infusion Center should be scheduled at your earliest convenience.
- Appointments within a three-week period are not readily available.
- Schedule your next infusion before you leave the infusion center.