

Mamatha Gandhi, MD
3570 Grandview Parkway Suite #101
Birmingham, AL 35243
Phone: (205) 354-2100 | Fax: (866) 343-6766

Dear Patient,

Welcome to our practice!

We are both privileged and honored to be partnering with you for your kidney care. At Southern Kidney Care, our mission is to improve the health and well-being of our patients by providing high-quality, individualized and patient centered service. We look forward to working closely with you and your primary care provider to offer state of the art kidney care.

In the enclosed information, you will find a practice overview, a medical history questionnaire, and practice policies that you may find helpful.

We look forward to serving your medical needs. In the interim, please do not hesitate to call the office with any questions that may arise.

Warm regards,

Southern Kidney Care

Practice Overview

Important Reminders

Please bring to EVERY appointment:

- Your photo ID and current insurance card(s),
- A complete list of your current medications (or medication bottles) including dose, route and frequency information and, pharmacy name and phone number
- Primary Care & Other Physician names and addresses
- Co-pays and balance payments (cash, check, VISA, MC accepted).

Office Hours

Please call our office for our hours of operation.

Our physicians and staff make every effort to return non urgent calls within 24 hours, Monday – Friday. Urgent calls or requests will be returned within 24 business hours. If it is an emergency, we request that you go to the nearest Urgent Care Facility or hospital Emergency Room.

Laboratory Orders & Policy

If your physician orders lab work, you will receive an order at your appointment. The order will list any lab studies that need to be done *prior* to your appointment. Please take the order to a lab/clinic of your choice **5-7 days prior** to your appointment to ensure the results have been faxed to us. Your physician will review the results with you at your appointment. Should an appointment not be required, the physician or staff will call you. If orders are lost or misplaced we'd be happy to send you a duplicate or fax them directly to the lab. Please note we are **unable** to create, fax or send any orders outside of normal business hours.

Cancel/No Show Policy

Coming to your scheduled appointments is very important to your health. Additionally, no-shows and late cancellations inconvenience your fellow patients who otherwise may have been able to use that appointment time. As such, we reserve the right to charge you a fee for missed appointments and any cancellations/reschedules *without 24 hour advance notice*. Patients who do not show up for their appointment without a call to cancel an office appointment will be considered as **NO SHOW**. Patients who No-Show two (2) or more times in a 12 month period, may be dismissed from the practice at the discretion of the provider.

Medication Refill Policy

We ask our patients to monitor their prescription medication closely, and to assess supplies before each office visit. We request that patients get their medications refilled at the time of their appointments or call their pharmacy several days in advance of running out of medication. We will review and respond to all medication refill requests within 2 business days. However, certain classes of medications, such as pain medicines (narcotics), may require a visit to the office. Our on call providers will **not** refill any narcotic prescription written/ordered by another provider.

Reminder calls and mailings

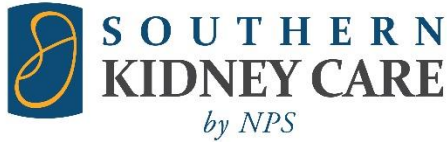
As a courtesy to all of our patients, we provide automated reminder calls to all of our patients starting 2 days prior to the scheduled appointment. Please notify one of the office teammates at check-in if you would like to opt out of our automated reminder call system.

Southern Kidney Care is dedicated to our patients' health and satisfaction. To help us ensure we are meeting our patients personal and health needs, we send Patient Satisfaction Surveys to all of our patients twice a year. Please notify one of our office teammates if you would like to opt out of receiving them.

Practice Website and Patient Portal

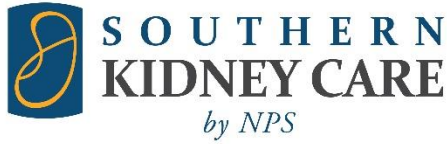
We encourage our patients to visit our website, <https://www.southernkidneycare.com>, 24 hours a day 7 days a week for patient educational materials, physician bios, pay your bill, and much more.

We also encourage our patients to take an active role in their health care by using our patient portal at <https://www.healthcompanion.com/falcon>. Please contact an office teammate to get your PIN number today.



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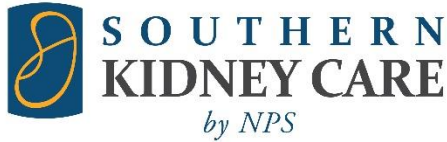
Patient Information					
Last Name		First Name		MI	Date Of Birth
Address		City		State	Zip
Please Check Primary Phone	Home Phone <input type="checkbox"/>	Work Phone <input type="checkbox"/>	Cell Phone <input type="checkbox"/>		
E-mail Address		Gender <input type="checkbox"/> M <input type="checkbox"/> F	SSN - -	Preferred Language	
Marital Status <input type="checkbox"/> Married <input type="checkbox"/> Single <input type="checkbox"/> Divorced <input type="checkbox"/> Separated <input type="checkbox"/> Widowed <input type="checkbox"/> Life Partner	Preferred Contact <input type="checkbox"/> Home Phone <input type="checkbox"/> Work Phone <input type="checkbox"/> Cell Phone <input type="checkbox"/> Opt out of Reminder Calls <input type="checkbox"/> Opt out of Patient Satisfaction Mailings	Ethnicity <input type="checkbox"/> Hispanic/Latino <input type="checkbox"/> Non-Hispanic <input type="checkbox"/> Filipino <input type="checkbox"/> Other <input type="checkbox"/> Decline	Race <input type="checkbox"/> American Indian <input type="checkbox"/> Asian <input type="checkbox"/> Black or African American <input type="checkbox"/> White <input type="checkbox"/> Other <input type="checkbox"/> Decline		
Primary Care Provider			Referring Provider		
Primary Insurance Information					
Insurance Company			ID#	Group #	
Policy Holder Information					<input type="checkbox"/> Same As Patient
Insured Full Name		Date of Birth	Subscriber's SSN - -	Effective Date	
Relationship to Patient					
Secondary Insurance Information					
Insurance Company			ID#	Group #	
Policy Holder Information					<input type="checkbox"/> Same As Patient
Insured Full Name		Date of Birth	Subscriber's SSN - -	Effective Date	
Relationship to Patient					
Emergency Contact					
First Name		Last Name		MI	Date of Birth
Address		City		State	Zip
Please Check Primary Phone	Home Phone <input type="checkbox"/>	Work Phone <input type="checkbox"/>	Cell Phone <input type="checkbox"/>		
<p>The above information is true to the best of my knowledge. I authorize my insurance benefits be paid directly to the physician. I understand that I am financially responsible for any balance. I also authorize Southern Kidney Care or insurance company to release any information required to process my claims.</p>					
Patient signature				Date	



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Patient Name _____

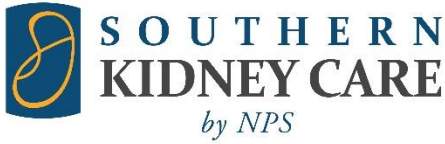
Pharmacy Information			
Preferred Pharmacy		Secondary Pharmacy	
Name		Name	
Address		Address	
Phone		Phone	
Fax		Fax	
Medications – List all medications you take, prescriptions and non-prescription, and the dosage			
<input type="checkbox"/> I do not take any medications			
Medication Name	Dosage	Medication Name	Dosage
Allergies – List all know allergies			
<input type="checkbox"/> No Known Allergies			
Medical History – Check (✓) if you have ever experienced the following conditions			
<input type="checkbox"/> None	<input type="checkbox"/> Deep Venous Thrombosis	<input type="checkbox"/> Kidney Stones	
<input type="checkbox"/> Anemia	<input type="checkbox"/> Eye Disease	<input type="checkbox"/> Neuromuscular Disease	
<input type="checkbox"/> Asthma	<input type="checkbox"/> GI Disorders	<input type="checkbox"/> Neuropathy	
<input type="checkbox"/> Bleeding Problems	<input type="checkbox"/> Gout	<input type="checkbox"/> Peripheral Vascular Disease	
<input type="checkbox"/> Broken Bones	<input type="checkbox"/> Hearing Problems	<input type="checkbox"/> Retinopathy	
<input type="checkbox"/> Coronary Artery Disease	<input type="checkbox"/> Heart Disease	<input type="checkbox"/> Sleep Apnea	
<input type="checkbox"/> Cancer – Type _____	<input type="checkbox"/> Hepatitis – Type _____	<input type="checkbox"/> Stroke	
<input type="checkbox"/> Congestive Heart Failure	<input type="checkbox"/> High Blood Pressure	<input type="checkbox"/> Thyroid	
<input type="checkbox"/> Depression	<input type="checkbox"/> Hyperlipidemia	<input type="checkbox"/> UTI's	
<input type="checkbox"/> Diabetes	<input type="checkbox"/> Kidney Disease	<input type="checkbox"/> Other _____	



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Patient Name _____

Surgical History - Check (✓) if you have received the following procedures, and year preformed			
Surgical Procedure	Year	Surgical Procedure	Year
<input type="checkbox"/> None		<input type="checkbox"/> Hernia Repair	
<input type="checkbox"/> Angioplasty		<input type="checkbox"/> Hip Replacement	
<input type="checkbox"/> Angioplasty w/Stent		<input type="checkbox"/> Knee Replacement	
<input type="checkbox"/> Appendectomy		<input type="checkbox"/> LASIK	
<input type="checkbox"/> Arthroscopy Knee		<input type="checkbox"/> Liver Biopsy	
<input type="checkbox"/> Back Surgery		<input type="checkbox"/> Kidney Biopsy	
<input type="checkbox"/> CABG (Heart Bypass)		<input type="checkbox"/> Pacemaker	
<input type="checkbox"/> Carpal Tunnel Release		<input type="checkbox"/> Small Bowel Resection	
<input type="checkbox"/> Cataract Extraction		<input type="checkbox"/> Thyroidectomy	
<input type="checkbox"/> Cholecystectomy		<input type="checkbox"/> Tonsillectomy	
<input type="checkbox"/> Colostomy		<input type="checkbox"/> Other _____	
<input type="checkbox"/> Gastric Bypass		<input type="checkbox"/> Other _____	
Hospitalizations			
Type of hospitalization & reason	Hospital		Year
Immunization History - Check (✓) if you have received the following			
Immunization	Date/Year		
<input type="checkbox"/> Influenza			
<input type="checkbox"/> Pneumonia			
<input type="checkbox"/> Hepatitis			
<input type="checkbox"/> Tetanus			
<input type="checkbox"/> Chickenpox			
<input type="checkbox"/> MMR (Measles, Mumps, Rubella)			
Personal and Social History			
Personal	What is your Occupation?		
	Who do you live with? <input type="checkbox"/> Alone <input type="checkbox"/> Spouse <input type="checkbox"/> Partner <input type="checkbox"/> Child(ren) <input type="checkbox"/> Other _____		
Children	Do you have Children? <input type="checkbox"/> Yes <input type="checkbox"/> No Number of Sons _____ Daughters _____		



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PERMISSION TO DISCUSS HEALTH INFORMATION WITH OTHER INDIVIDUALS

Purpose: The purpose of this document is to provide permission for Southern Kidney Care to discuss your healthcare with the other people listed on the form as it relates to their involvement in your care.

Instructions:

- 1. Write the name of the family members or other individuals who are involved in the patient's health care, and have the patient or the patient's Personal Representative sign and date the form.
2. If the patient's Personal Representative is signing the form on behalf of the patient, the Personal Representative must also sign and date the acknowledgement that he or she has the legal authority to do so.

1. Individuals to whom Southern Kidney Care may disclose my PHI for coordination of care purposes

DO YOU WANT TO DESIGNATE A FAMILY MEMBER OR OTHER INDIVIDUAL WITH WHOM THE PROVIDER MAY DISCUSS YOUR MEDICAL CONDITION? IF YES, WHOM?

I hereby grant Southern Kidney Care permission to discuss my health information with the persons listed below as it relates to their involvement in the coordination of my care and payment for health care services I receive.

Table with 3 columns: Name, Relationship (friend, relative, etc.), Phone #. Rows 1-5.

- 1. I understand that if I do not list anyone and I am not present or is incapacitated, Southern Kidney Care may share my information with family, friends, or others that Southern Kidney Care has determined, based on professional judgment, is in my best interest and necessary for coordination of care and/or payment for health care services I have received from Southern Kidney Care.
2. I understand that I may revoke or change the list of people with whom my provider may share my information by notifying the facility in writing.
3. I understand that a revocation is not effective to the extent that any person or entity has acted in reliance on my authorization.
4. I understand that information used or disclosed pursuant to this authorization may no longer be protected by federal or state law.
5. I understand that my treatment, payment, or eligibility for benefits will not be conditioned on signing this authorization.
6. This authorization/permission form will remain in effect for ten (10) years or the day my treatment relationship with Nephrology Medical Associates of Georgia d/b/a Southern Kidney Care ceases or I revoke my permission, except for patients treating in Maine, Maryland, whose authorization/permission form will remain in effect for one (1) year or Montana whose authorization/permission form will remain in effect for six (6) months or the day I revoke my permission.

This form supersedes any and all previously completed forms. All previous forms are hereby revoked.

Signature of Patient or Legal Representative

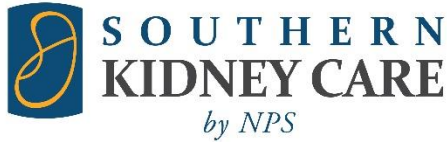
Date of Signature

2. Personal Representative Acknowledgement

If the patient is a minor or has a personal representative, I represent that I am the legal Personal Representative of the patient named above and I have the legal authority to act on behalf of the patient in making decisions related to health care.

Signature of Patient or Legal Representative

Date of Signature



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NOTICE ACKNOWLEDGEMENT

Purpose: This form is used to document a patient's acknowledgement of receipt of our Privacy Practices or our good faith, but unsuccessful effort to obtain that acknowledgement. We are not obligated to attempt to obtain this acknowledgement in an emergency treatment situation.

PATIENT NAME: _____

TO THE INDIVIDUAL: Please complete the following acknowledgement.

I acknowledge that I received the Privacy Practices Notice of this health care provider.

(Please sign in the space indicated below)

TO THE TEAMMATE: Please complete the following if the patient is unable to sign and sign in the space below.

If the individual refused or was unable to sign an acknowledgement that the individual received our Privacy Practices Notice, please check appropriate box below. Describe your good faith effort to obtain the individual's signed acknowledgement and the reason you were unsuccessful.

Individual refused or was unable to sign an acknowledgement that the individual received our Privacy Practices Notice.

Please provide an explanation of the patient's refusal or inability to sign: _____

Individual received our Privacy Practices Notice in connection to an emergency treatment situation. We are therefore not required to obtain an acknowledgement.

THIS FORM HAS BEEN SIGNED BY: (please check one)

PATIENT

PATIENT'S PERSONAL REPRESENTATIVE

TEAMMATE

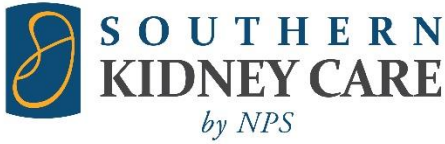
I attest that the above information is correct.

Signature

Date

Printed name

Witness signature



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**FINANCIAL POLICY
 (PRIVATE INSURANCE AND SELF-PAY PATIENTS)**

Patient name: _____ DOB: _____
 (Please Print)

Any healthcare insurance policy that you may have is a contract between you and your insurance company and/or employer. Southern Kidney Care will assist you in obtaining payment from any healthcare insurance policy for medical services and goods that you receive at our practice; however, you remain primarily responsible to pay for all medical services and goods rendered from Southern Kidney Care.

OUR FINANCIAL POLICY	
_____ Initial	You are responsible for any and all applicable co-payments, coinsurance, and unmet deductibles. It is the patient's responsibility to provide us with current insurance information at each visit. According to your insurance, payment is expected at time of your visit. Some insurance carriers charge a co-pay for each type of provider seen during one day; therefore, if you are seen by more than one provider on the same day, you may be responsible for more than one co-payment. You will also be responsible for any past due balances that may be remaining on your account. Patients with delinquent accounts will be required to make payment on the date of visit. If you are unable to make mutually agreeable payment arrangements your appointment may be rescheduled based on the clinical discretion of the provider.
_____ Initial	Payment is Due When Services are Provided. Southern Kidney Care requires that all applicable co-payments, coinsurance, deductibles and any past due amounts on the account be paid on date of visit. In the event that you are not covered by a healthcare plan, full payment is required on date of visit.
_____ Initial	Assignment of Benefits. I hereby assign Southern Kidney Care any insurance or other third-party benefits available for healthcare services provided to me. I understand that Southern Kidney Care has the right to refuse or accept assignment of such benefits. If these benefits are not assigned to Southern Kidney Care, I agree to forward the Practice all health insurance and other third-party payments I receive for services rendered to me immediately upon receipt.
_____ Initial	Payment Methods and Returned Check Fee. Southern Kidney Care accepts MasterCard/Visa, personal checks, and cash. If the bank returns your check due to non-sufficient funds you will be charged a \$25.00 service charge which will be due, along with the amount of the returned check, within three (3) business days. Your account will be placed on a "cash-only basis."
_____ Initial	Prompt Payment of Mailed Invoices. In the event that you receive a statement in the mail from us for payment, it is your responsibility to pay that amount within 14 days. Amounts for which you are liable may be identified as " <i>patient balance due</i> " on the invoice. Patients with an outstanding balance more than 90 days overdue must make payment arrangements prior to scheduling appointments. Call the billing number provided on your statement to make payment arrangements.
_____ Initial	Non-covered Services. While the filing of insurance claims is a courtesy that we extend to our patients, not all services provided by Southern Kidney Care may be covered by every healthcare plan. Any service determined not to be covered by your plan will be your responsibility. Patients are ultimately responsible for any charges or portion thereof for which payment is denied by insurance for whatever reason, except where prohibited by law or prior contractual agreement.

ACKNOWLEDGEMENT

I HAVE READ AND UNDERSTAND the Financial Policy of Southern Kidney Care and agree to be bound by it. I understand that healthcare insurance does not cover all medical goods and services and my responsibilities with respect to healthcare insurance as explained above. I understand that I am ultimately responsible for payment for medical goods and services provided to me by Southern Kidney Care. I hereby grant Southern Kidney Care the right to bill and collect from my healthcare insurance plan for medical goods and services provided to me. ***If the patient is a minor (younger than 18 years old), the parent or guardian must sign below.***

X _____
 Responsible party/Guarantor Printed Name Relationship

X _____
 Responsible party/Guarantor Signature Date

Billing questions, concerns and payments may be directed to: Nephrology Practice Solutions Revenue Cycle Management Team
 1840 E. Ray Road
 Chandler, AZ 85225
 Phone: (844) 725-7666