

WELCOME TO OUR OFFICE

KIDNEY AND HYPERTENSION
CONSULTANTS, INC.

► *The information*

contained in this

pamphlet is designed

to put you at ease by

providing as much

information possible

to anticipate your

questions and needs

regarding our

office procedures.

► **What is a Nephrologist?**

Your physician has referred you to a nephrologist for consultation and possibly diagnostic studies or treatment. A nephrologist is a specialist fully trained in internal medicine, who has additional and extensive training in the field of nephrology. Nephrology covers diseases of the kidneys and uncontrollable hypertension (blood pressure). A nephrologist has had an average of thirteen to fifteen years' education and training beyond high school with the last two to three years spent in acquiring special knowledge and skills in nephrology. He functions primarily as a consultant to other physicians; but in some special diseases he might assume primary care of the patient.

Since we do not ordinarily treat conditions such as colds, arthritis, sore throats and heart attacks, we urge you to maintain contact with your family physician even though you are being treated by us for a kidney problem.

► **Appointments:**

Appointments are scheduled in advance by calling **330-649-9400**. However, if you need to be seen on an emergency basis, every effort will be made to take care of you as soon as possible. Should it be necessary to miss an appointment, please notify us one day in advance of your scheduled appointment so someone else can have that time. There will be a \$50.00 charge for appointments that have not been cancelled within 24 hours. A parent or legal guardian must accompany minors. If your insurance requires a referral, it is **your responsibility** to make sure it is done before your appointment.

► **Office Visit:**

The initial visit to the doctor entails a consultation and may take 60 minutes. When you arrive, check in at the front desk. When your initial visit was scheduled you were sent a patient history form and registration form with a return envelope to mail these forms completed and signed back to us. If we have not received your forms the front desk receptionist will ask you to fill them out completely and sign them. All patients must keep a list of their regular medications including the name, dosage and

frequency taken for follow-up visits. A **MEDICATION LIST** is required at all visits. Your insurance cards will be copied. We verify insurance information and demographics at each visit. The doctor will discuss your patient history form with you as well as any records that were sent to us from your referring physician.

► **Telephone Calls and Prescriptions:**

When you call the office with questions or for prescription requests, the doctor or a staff member will return your call as soon as possible. When the office is closed, calls should be strictly limited to emergencies that cannot wait until the office reopens. In this case, the answering service will reach the doctor on call. The emergency should relate to a nephrology problem for which you have been seen. If the doctor on call is not familiar with your problem, tell him which doctor is treating you, for what problem, and with what medication.

Please call with prescription refill requests several days prior to having used all the medication. Routine prescription refills will be processed **ONLY** during office hours. Please be sure to check with your pharmacist after 4:00pm to see that the refill has been called in. All patients should keep a list of their regular medications including the name, dosage and frequency taken for follow-up visits.

► **Insurance and Payments:**

Billing Department 330-649-8066

Payment for service is due in full at the time service is provided in our office. For patients with insurance coverage, including Medicare, we bill most insurance carriers if the proper insurance information is provided. We will also bill most secondary insurance companies for you. We verify insurance information at each visit. **Co-payments are due time of service.**

To help us serve you better; you, the patient, must know how your insurance plan works. Please inform us of **ANY CHANGES** to your insurance policy. Please bring your insurance cards to the office at the time of your appointment. If you are



Patient

INFORMATION

Patient **INFORMATION**

or become eligible for Medicaid, please bring your card with you at each visit to ensure that we have the correct number and effective date. If there are any changes in your insurance, home address or phone number, it is your responsibility to notify us.

Please be aware that you are responsible for any balance that has not been paid by your insurance company. The responsibility for payment of your bill is yours.

Questions about fees and payments should be directed to the Billing Department personnel. They will be happy to discuss billing questions and payment arrangements with you.

► **Disability Forms:**

Because of the time needed to process these forms and the physician's busy schedule, they cannot be completed on an "emergency" or "while you wait" basis. We need at least 5 business days to complete these forms.

► **Confidentiality:**

Our staff is trained to respect confidentiality in all matters pertaining to you - medical and financial. No medical records will be released without your written consent.

We pride ourselves in providing the highest quality of medical care in the most efficient and personal manner.

However, due to certain medical circumstances we sometimes fall behind with our schedule in the office. We always try to do our best to avoid any delays which may cause you any inconvenience. We hope you can appreciate that medical emergencies do occur and be patient with us. Please remember that you, the patient, are most important to us.

We appreciate your comments and constructive criticism given politely. Your input is important to us. If we can assist you in any way, please feel free to ask any staff member for assistance.



KIDNEY AND HYPERTENSION CONSULTANTS, INC.

4650 Hills & Dales Rd. NW
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Phone Number: (330) 649-9400
Billing Department: (330) 649-8066

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*Practice Limited to Diseases
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Satellite Offices:

Alliance • Dover • Millersburg • Orrville

Office Hours:

Monday - Thursday 8:00 am-5:00 pm
Friday 8:00 am-4:30 pm

Patient INFORMATION