

**PATIENT PORTAL**

If you signed up for the Patient Portal, check your email to complete the sign-up process. If you did not get an invite, please call 404-778-6920 and we will invite you.

**LAB / TEST RESULTS**

Results will be on the patient portal **3 business days** from the day of the visit. If you are not on the portal, please give us **10 business days** for your results to be received through the mail.

**REFERRALS**

Routine referrals will be completed within **5 business days**. Urgent referrals will be expedited based on medical necessity as determined by your provider.

**FORMS**

Requested forms will be completed within **10 business days**. Forms less than 4 pages will cost **\$30** and anything more will be **\$60**. Payment must be received before forms are released.

**PRESCRIPTION REFILLS**

Refills should be done at the time of a visit. If you run out between visits, use the Patient Portal or call 404-778-6920 to make a request. Refills will take approximately **3 business days** to complete.

**QUESTIONS**

Questions can be addressed through our secure Patient Portal. All messages will be acknowledged within **2 business hours**. Alternatively, you may call 404-778-6920 to leave a message with a representative.

**BILLING**

You may pay your bill through Patient Portal. Billing and insurance questions should be directed to Emory Clinic's Billing Office. Their phone number is: 404-778-7310.

EMORY FAMILY MEDICINE AT DUNWOODY

4500 N. Shallowford Road
Dunwoody, Georgia 30338

Phone Number: 404-778-6920



PATIENT VISIT CYCLE / WHAT TO EXPECT

VISIT
SCHEDULE
D

REMINDER
CALL OR

MEMBERS OF YOUR CARE TEAM

Administrative Staff

- ! Referral Coordinator and Patient Service Coordinator

Clinical Staff

- ! Medical Assistants, Lab Technicians, Nurses
- ! Phlebotomist

Provider(s)

- ! Medical Doctor (Faculty and/or Resident)
- ! Physician's Assistant Or Nurse Practitioner
- ! Behavioral Therapist

Learner(s)

- ! Medical Students, Nurse Practitioner and Physician Assistant Students

VISIT BEGINS WITH CARE TEAM
9:00

PATIENT CHECKED IN

PATIENT ROOMED

VITALS RECORDED

PRE-PROVIDER LABS
ORDERED

PROVIDER VISIT

POST-PROVIDER TESTING &
SERVICES

POST-PROVIDER CARE
INSTRUCTIONS

PATIENT CHECKED OUT

VISIT COMPLETE
10:30