

Why is the Hyperbaric and Wound Center closing?

Please know we did not come to this decision easily; we looked at many clinical, service and financial factors as part of the process. For the past several years, we have been re-evaluating the service and we have worked to find a way to keep the Center open but were unable find a solution that allowed us to serve our patients effectively.

Where can I get my care if this center is closing?

We have a list of nearby facilities that offer hyperbaric, wound and ostomy services.

How can I get my records?

You can easily obtain your medical records through the [Emory Healthcare Patient Portal](#) or by submitting a request to our Health Information Management (HIM) Department. To reach HIM, please call 404-712-4111. There is a nominal fee to receive your records from HIM, depending on the format you choose.

How do I get my records transferred to a new facility?

Once you have selected a new provider, you can submit an [online request](#) to have your records transferred. You will need a photo ID and the contact information for your new provider. There is no additional fee for this service and it generally takes about 7-10 business days to complete a request. Your new provider may also request your records themselves by contacting our Health Information Management Department at 678-474-7700.

What if I already have appointments scheduled?

We are honoring existing appointments through the end of August; however, any appointments currently scheduled after August 19th will need to reschedule at a new location.

When is the last day I can schedule an appointment?

We are not scheduling any appointments after August 19, 2022.

Will I still have access to my records after the clinic closes?

Absolutely! Your medical records will always be available to you via the [Emory Healthcare Patient Portal](#) or our Health Information Management Department.

Who will sign orders once the center closes (such as imaging, lymphedema, home health, etc.)?

We encourage you to transfer for your care to a new facility as quickly as possible so there are no gaps in your care. If, for whatever reason, you cannot establish a relationship at a new facility before you need new orders, you can work with your primary care provider for assistance.

Will I need a referral to a new provider?

You may need a referral, depending on your insurance coverage. Your current physician will be happy to work with you to provide a referral and make the process as easy as possible.

How do I know if my insurance covers a new location?

Please call the customer service number on your insurance card and review the facilities listed to see which ones are covered by your plan. Your insurance company will also be able to answer any questions about coverage.

What is happening to staff at this location?

Our team members are incredibly important to us at Emory Johns Creek Hospital. We are working closely with each affected team member to determine their next steps, based on individual career goals and personal needs, whether it's within Emory Healthcare or somewhere else.

If I have issues with billing, who can I contact?

Our hospital billing office is always happy to help our patients with any billing questions or concerns. You can reach them at 404-686-7041. You can also contact our Financial Counselors at 678-474-7078. Each of these are available Monday through Friday until 4:00 p.m.

If I have additional questions or concerns about this closure, who can I talk to?

If you have any issues or concerns about the transition or have questions that pop up after the clinic has closed, you can call Hannah Lampron, VP of Operations at 678-474-7068.