



West Atlanta
Primary care

Welcome Packet

Welcome to West Atlanta Primary Care! Thank you for choosing and entrusting us with your health. We are honored to participate in your journey to a long and healthy life. We serve you, our most important member, of our family.

We strive to provide the most up-to-date, evidence based medicine that focuses on preventing chronic illnesses. We also make sure, that in the event of sickness, we are available to get you back on your feet as soon as possible.

Our goal is to focus on your health and care and provide you with the best experience possible. Therefore, it is important for you to understand our office policies in order for us to treat you thoroughly and efficiently.

We understand some of the questions may be hard to answer but please fill out the following forms to the best of your ability.

At West Atlanta Primary Care, your care will be managed by Dr. Shivam Desai, an Atlanta native. He graduated from Chapel Hill High School and received his Bachelor's of Science in Biology from University of Georgia. He then went on to SABA University School of Medicine and received his Doctorate of Medicine. He completed his intern year and residency in Family Medicine from Piedmont Columbus Regional Hospital in Columbus, GA.



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Important Office Policies

Scheduling:

Please call us during business hours to make an appointment. We will do our best to schedule you promptly. Walk-ins will be accommodated based on availability.

Arrival Time:

Your time, our time and other patient's time is very important. Please arrive at least 30 minutes prior to your scheduled visit to ensure insurance verification and other appropriate paperwork is done prior to your scheduled visit.

Late Policy:

We understand things happen and life gets in the way. However, if you are late to your appointment, you may risk being pushed to the end of the day in order to keep other scheduled appointments, of course, at the discretion of the physician. We strive to minimize waiting times. We value everyone's time equally.

Cancellation:

If you are unable to keep your scheduled appointment, we will be glad to reschedule your appointment. A **24 hour cancellation notice** is required for all appointments. A **\$25 fee** will be charged after the first missed appointment without an appropriate cancellation notice.

No-show:

Three (3) missed appointments without proper cancellation may result in dismissal from the practice.

Refills:

We encourage patients to be proactive in their health care. Prescriptions require careful medical history review and therefore authorization of the physician. We ask you to request refills at least **48 hours** in advance to prevent running out of medications.

If it has been 6 months since you were last seen by a Physician, you must schedule an appointment before a Prescription will be refilled.

Prescriptions for controlled medications:

Prescriptions for controlled medications are **Pick-Up only** and WILL NOT be refilled by phone. You are required to sign a contract prior to receiving any prescription for controlled substances. You will also be subject to random drug screens. There are a very few diagnosis that require controlled pain medications. Prescription will only be provided at the discretion of the physician.

After hours:

We understand that your healthcare needs do not end with the the closing hours of the clinic. Therefore, we conveniently continue to be available to you after hours and the weekends. However, we ask you to respect our personal time at home. Please understand when to call after hours, not every call warrants immediate attention and can wait until the clinic opens in the morning. We assure you that your concerns will be addressed.



- You can always login to your patient portal and send us a message.
- If you must call, please leave your name and number if you reach the voicemail and your call will be returned as soon as able.
- No medications will be prescribed after hours, weekends or holidays. It is your responsibility to monitor your medications and when it is time for a refill. Please call us or your pharmacy at least 1 week prior to you running out if around a holiday.
- If you think you are having a medical emergency, please call 911 or go to your nearest emergency room. DO NOT wait for a call back.

Medical Records:

You may request a copy of your medical records by completing the Authorization to Release Records. Please allow at least one week to process records request.

Billing and Payments:

- We participate in major insurance plans and as a courtesy, we will bill your insurance for you. However, all insurances require we collect co-payments from you at the time of your visit.
- If you are not enrolled with one of our contracted insurance plans, you will be responsible for all of the charges at the time of service.
- You will also be responsible for all other charges that your insurance does not cover such as deductibles and co-insurance.
- We expect all payments to be made prior to the start of your visit. We will require and hold a valid credit card on file at all times. Failure to pay any fees will be charged on this card.



Audio and video recording:

It is against the clinic policy to allow any audio or video recording on the premises. This is a **ZERO TOLERANCE** policy.

Current policies are subject to change.

Contact us:

Address:

4904 Timber Ridge Dr, Suite 102
Douglasville, GA 30135

Hours:

Monday - Friday: 8AM-5PM

Saturday - Sunday: Please check with clinic staff

Contact information:

Phone: 678-401-4597

Fax: 1-888-498-4621

Website: westatlantaprietarycare.com