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## **Welcome to Urology Associates of Kingsport...**

We welcome you as a patient and appreciate the opportunity to provide you with the best medical practices possible. Our physicians and staff are dedicated to the care of our patients. Urology is the surgical specialty of medicine that takes care of the urinary tract of the male and female, as well as the genital system of the male. Among other problems, urologists treat kidney stones, prostate problems, and cancers of the kidney, bladder, prostate, and testicles. Other areas of expertise include urinary tract infections, erectile dysfunction, incontinence, and vasectomy.

### **Our Physicians...**

Urology Associates of Kingsport has been serving the Tri-City community since 1973.

#### **Arthur T Wyker, MD**

- Completed Cornell University Medical School 1977
- Completed University of Virginia Urology Program 1982
- Certified by the American Board of Urology 1984

#### **Jim R Littlejohn, MD**

- Completed University of Tennessee Medical School 1991
- Completed University of Tennessee Urology Program 1997
- Certified by the American Board of Urology 1999

## **Appointments/ Office Hours...**

Urology Associates is open 8:30 a.m. – 4:30 p.m. Monday through **Thursday**. If you have not completed your new patient packet prior to your first appointment please arrive 1 hour before your scheduled appointment time to complete the paperwork. If you have completed your paperwork please arrive 30 minutes before your scheduled time. To cancel or reschedule your appointment please give 48 hour notice. You may receive a \$20.00 charge for failure to keep an office appointment. Scheduled procedures that are missed may incur a \$50.00 charge. We appreciate your assistance.

## **Prescription Refills...**

Please be aware that prescription refills will take 48-72 hours to call in after the request has been made. Please be proactive in determining when you need to request a refill so that you do not run out of needed medication.

## **Referrals...**

As a specialty office we see new patients by doctor referral. Many insurance plans also require your primary care physician to make the referral to the specialist. To avoid delays, please call our office prior to your appointment to confirm we have the referral or bring any required referral for treatment at the time of your visit. If you do not have a referral your visit may be rescheduled or you may be financially responsible.

**Our patients are our priority, and we are committed to serving you with the utmost care and respect. We thank you for placing your trust in Urology Associates of Kingsport.**



## **Insurance, Insurance Cards, and Self Pay...**

Our office participates in a variety of insurance plans, which we will file with your insurance company. We cannot bill your insurance company without the proper information. Please make sure all of your insurance information is up to date at each appointment, including your address and phone numbers. We will not be responsible for any liability insurance (disability, FMLA, cancer policies, etc). Payment for services on any liability claims is due and payable at the time of service. Patients having no health insurance are required to pay at the time of service unless other arrangements are made prior to your visit. If you are unable to pay in full for necessary medical care at the time of service, our patient accounts representative will attempt to assist you with a solution.

## **Copayments and Deductibles...**

All co-payments and deductibles are due at the time of check-in. Co-payments and deductibles for surgery will need to be paid at the time of your pre-operative appointment. If your insurance plan changes between the time you see the physician for the preoperative visit and the procedure please notify our office so that necessary changes can be made prior to your surgery. You will be responsible if this is not done. If you have a high deductible insurance plan you may use a credit card for the entire balance that is due.

## **Test Results...**

You can expect to receive the results of your lab tests and x-rays within 2 weeks unless you have a follow-up appointment. If a result needs immediate attention, you will be notified by phone. If you have not received any results after two weeks please call our office.

## **Medical Records and Confidentiality...**

All of your medical records are confidential. We will release your records or any part of them only if you provide us with written authorization. Any complaints may be directed to the administrator at 423-246-6251.

## **After Hours and Emergencies...**

If you are experiencing a problem after hours please call 423-246-6251 to talk with our answering service which will contact the doctor on call. If you feel that you have an emergency, please go to your nearest emergency room or call 911.



