



Did you know?

In order to ensure you receive the highest quality of care, Emory Clinic's Eye Centers have various steps, and tests, required to take place prior to seeing your physician. Please feel free to ask your care team who you will be visiting with today.

MEMBERS OF YOUR CARE TEAM



Administrative Staff

- Patient Service Coordinator
- Pre-Certification Coordinator
- Surgery Scheduler



Clinical Staff

- Ophthalmic Technician
- Medical Assistant
- Visual Field Technician
- Imaging/Photography Technician



Provider (s)

- Medical Doctor
- Ophthalmology Fellow
- Resident
- Doctor of Optometry (O.D.)
- Optician
- Contact Lens Specialist

Disclaimer: The Emory Eye Center values your time, and it is our goal to deliver the highest quality care in a time conscious manner. During your visit, our staff will keep you informed of needed next steps, as well as any potential delays. Based on your individual needs, times may vary.



Text Message Notifications

Did you know Emory Clinic offers the ability to receive appointment reminders by automated reminder call OR text message?

If you are interested in receiving reminders by text message, please opt in by texting **992807** to the number **99140**.



LAB RESULTS

Results will post to your patient portal within **3 business days** of the date labs were drawn. If you are not on the portal, or if you went to a non-Emory lab such as Quest or LabCorp, please provide **10 business days** for your results to be received and reviewed by your doctor. If you do not receive an update within 10 business days, please call 404-778-6070.



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 and LETTERS

Requested forms will be completed within **10 business days**. Due to this fact, please provide advanced notification of your need. This will help prevent the delay of your procedure or surgery.



PRESCRIPTION REFILLS

Refills should be done at the time of a visit. If you need refills between visits, please use the Patient Portal or make a refill request by calling 404-778-2020. Since prescription refills may take up to 8 business day hours to complete, we advise patients not to wait until medications run out. If your insurance company requires a prior authorization to pay for your prescription, please allow **10 business days** to process.



QUESTIONS

Questions can be addressed through our secure Patient Portal. All messages will be answered by a clinical team member. Alternatively, you may call 404-778-2020 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.

Emory Clinic Billing Phone Number: 404-778-7310.

EMORY EYE CENTER CLIFTON ROAD

1365 Clifton Road, NE
Building B
Atlanta, GA 30322

Phone Number: **404-778-2020**

Fax: 404-778-5128

emoryhealthcare.org

