



Main: 830 King Avenue, Athens, GA 30606 | Ph: (706) 425-2400  
 Timothy - Ins. and Billing Office: 1550 Timothy Road, Suite 104, Athens, GA 30606  
 Greensboro: 1000 Cowles Clinic Way, Aspen Bldg, 2<sup>nd</sup> floor, Ste A-100, Greensboro, GA 30642  
 Royston: 930 Franklin Springs Street, Suite E, Royston, GA 30662  
 Procedural Center: 1550 Timothy Road, Suite 103, Athens, GA 30606  
[www.athensspine.com](http://www.athensspine.com) | [info@athensspine.com](mailto:info@athensspine.com) | Central Fax: (706) 425-2410

## Phone Call Policy Waiver

We ask that you limit your phone calls for our clinical staff to urgent medical needs only. Please address other routine questions and non-urgent matters with your provider at your next appointment. We see a large volume of patients in our office each day, and it is difficult to provide one-on-one service and still attend to a large volume of patient phone calls.

### Klara: Conversational Patient Engagement Software

We have implemented Klara to streamline communication with our office by answering your calls, recording and converting messages to text for our staff, and routing them to the appropriate inbox. You can also communicate directly through text message, the Klara mobile app, or via the Klara communication box on the homepage of our website. Klara makes it easy for our staff to respond quickly and efficiently to patient needs throughout the day via text.

### When to Call Us Immediately

Call 911 for all emergencies.

Patients should contact the office immediately if any of the following are new or present more than 48 hours after a procedure:

1. Fever greater than 101 degrees.
2. Neck stiffness
3. Drainage from a procedure site.
4. Weakness, numbness, or tingling in arm(s) or leg(s).

Patients should also call if they are having an allergic reaction to a newly prescribed medication.

### Klara is Also for Non-Urgent Communication

Klara can also be used for non-urgent matters that need to be addressed before your next appointment.

- Prescriptions - Requesting refills, reporting any negative or side effects, non-urgent intolerance, or issues with your pharmacy
- Report Procedure Results - For insurance purposes, include the following detailed information.
  - Percentage of relief from 0% (no relief) to 100% (complete relief) of your pain.
  - How many days/weeks/months has your relief lasted?
- Report New or Changed Medical Conditions – A change in your medical condition may impact your treatment, especially new medications from other doctors, surgeries, or hospital stays.
- Appointments – Confirm your upcoming appointment, send a request to schedule, reschedule, and cancel appointments (48-hour advance notice required).
- Billing Questions and Bill Payment
- Any Other Non-Urgent Clinical or Administrative Questions or Issues

### ModMed Patient Portal or APPatient App

You can access a limited number of things on the ModMed Patient Portal or ModMed APPatient App.

These are limited to:

- Appointments - Request an appointment, view current and historical appointment information
- Prescriptions - Requesting refills

<https://athensspine.sharepoint.com/sites/ASCStaff/Shared Documents/Restricted/FORMS/Misc Forms/Phone Call Policy Waiver Printable.docx>

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- Online Bill Pay: View and pay your bill

**Response to Messages**

All messages received via Klara will be reviewed and documented by the clinical staff. You will receive a return call or text message only if the staff feels a response is necessary. Response times may vary based on message volume and clinical priorities.

We do not return phone calls to discuss imaging (MRIs or x-rays), to discuss the treatment plan, or to request routine medication changes. If your procedure or medications are not working, if your pain level has changed, or if it has been greater than two months since your last visit with us, then we request that you schedule a follow-up visit.

**Important Reminders**

Please remember that calling repeatedly during the day does not speed up a return call. It simply slows down our ability to efficiently and effectively attend to all our patients’ needs. To ensure the fastest response, text us via Klara and allow a text response.

Our goal is to provide each of our patients with the best we have to offer in pain intervention. Your cooperation in adhering to these guidelines will improve the overall care we are able to provide to all our patients.

**Important Numbers and Links:**

- Klara Text: 706-862-8694
- Klara Online: [www.athensspine.com](http://www.athensspine.com)
- Klara Phone: 706-425-2400
- Klara App: Download from Apple App Store or Google Play

**Appointment History and Office Notes:**

- ModMed Patient Portal: [athensspinecenter.ema.md](http://athensspinecenter.ema.md)
- ModMed APPatient App: Download from the Apple App or Google Play Store URL: [athensspinecenter.ema.md](http://athensspinecenter.ema.md)

I have read, understand, and agree to this policy.

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Patient or Guardian (with defined relationship) Signature\*\*

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Date

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