



Dr. Lorraine Wilson, Dr. Radhika Medipalli, and Dr. Kaelin Merveldt

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**Welcome** to Oklahoma Kidney Care, the office of Dr. Lorraine Wilson, Dr. Radhika Medipalli, and Dr. Kaelin Merveldt. We are Board Certified Nephrologists specializing in the care of your kidneys and difficult to treat cases of hypertension. As your Nephrologists our goal is to offer you the best care and patient experience available in Oklahoma City and surrounding areas.

Oklahoma Kidney Care's main campus is located at 13901 McAuley Blvd. Suite #303, Oklahoma City, OK 73134. Our office phone number is (405) 748-5800 and our fax is (405) 748-5806. We also have satellite clinics located in Guthrie, Yukon, and Ardmore. Each of these clinics require an appointment.

The office hours for our main campus are Monday through Thursday 8:00 AM to 4:30 PM and Friday 8:00 AM to 1:00 PM. Should you find the need to schedule your appointments at one of our satellite offices please inform our staff when scheduling your appointment.

As you are aware there have been many changes in the structure of Healthcare. One change has been to offer the patient a way to communicate with their physician and/or staff via a "Patient Portal" which is a secure email process given to you during your clinic visit. If you are interested please inform our Receptionist to begin this process for you. She will simply need your current email address. Please know your information will be kept secure by all of the standard HIPPA laws.

Another change is the specific type of medical information we must gather. Due to this change we have made adjustments to our patient forms to ensure we capture all pertinent information to allow for the best quality of care. This may take a few extra moments of your time, but it is necessary, so we thank you for your patience.

#### **APPOINTMENTS:**

In order to benefit each patient by extending excellent care with professional efficiency we require each patient to schedule an appointment. We ask that all New Patients be 20-30 minutes early to allow proper time for paperwork and to please bring all medication bottles with them to their first visit. Please note that your first appointment will take at least one hour. When you are a return patient we ask that you come to your appointment at or a few moments before the specified time given. If you cannot keep your appointment we ask that you please call our office 48 hours in advance to cancel or reschedule.

Please note: If you are a new patient and you do not call the office to reschedule or fail to show (48 hours prior to your appointment) there will be a charge of \$50.00 applied to your account. (One hour has been held for your time with the physician and considerable time expended in the preparation of your electronic record before coming to the appointment). If you do not fully understand the reason for your appointment, we encourage you to contact the referring physician.

#### **BILLING/INSURANCE**

For the convenience of our patients we will file their office visits with their insurance carrier. Please bring all current insurance cards with you when you come to your appointment. Please inform the Receptionist of any insurance changes, or changes in your billing status.

It is the policy of this office to collect all co-pays at time of service. It is also the policy of this office to collect any portion that is considered patient balance by insurance, (i.e. co-insurance percentage and deductibles). Should you need special assistance with an outstanding balance please contact our Office Manager.

Thank you for choosing Oklahoma Kidney Care.