



# FAQs Regarding Our Closure

## **I am a sleep patient; how do I get a new appointment?**

Our staff at Emory Sleep will be contacting you to schedule your next appointment.

## **I am a pulmonary patient, what should I do to obtain ongoing care for my lung problem?**

Talk to your PCP about a referral.

See the list of suggested pulmonologists in this area.

## **How do I get my medical records?**

Complete a medical record release form. Email completed form to [INFO@PSSATL.COM](mailto:INFO@PSSATL.COM) or fax to 404-499-0531

A complete electronic copy can be sent to you via secure email.

## **What is the last day of appointments?**

Last day of patient care in this office is 8/16/2024.

## **How long will you be available at the Pulmonary & Sleep Specialists, PC portal?**

Last day of portal availability in this office is 8/23/2024.

Sleep patients can reach us through Emory MYCHART as of 9/1/2024

<https://mychart.emoryhealthcare.org/MyChart-prd/Signup>



### **How do I get refills?**

Refills can be requested from our staff until 8/16/2024.

Electronic requests for refills will be honored from your pharmacy until 8/23/2024.

Refills after 8/23/24 will need to be provided by your PCP or your new provider.

Refills requiring preauthorization must be requested by 8/16/2024.

Refills of controlled substances will be made if you are current with your visits and requested by 8/16/24.

### **Where is the new office?**

2665 North Decatur Road, STE 440, Decatur, GA 30033.

### **Can I reach you before you close your current office?**

You can reach us by phone at 404-499-0533 or via the Pulmonary & Sleep Specialists PC portal until 5 PM on 8/23/2024.

### **What happens if I experience an emergency?**

We will answer all routine or emergency calls by the end of business (5 PM) on 8/23/2024.

### **How do I contact you starting 9/1/2024?**

You can reach find us on the web at <https://www.emoryhealthcare.org/centers-programs/sleep-center>

You can reach us by phone at 404-712-7533.

You can message us on Emory MyChart.

### **I need to send you information, a medical record request, or a payment.**

You can send all correspondence by mail to:

Pulmonary & Sleep Specialists, PC

PO Box 500038

Atlanta, Georgia 31150

### **How do I reach you for billing questions?**

EMAIL us at [INFO@PSSATL.COM](mailto:INFO@PSSATL.COM)

Call the billing office and leave a message at 404-499-0533

Write us at:

Pulmonary & Sleep Specialists, PC

PO Box 500038

Atlanta, Georgia 31150

**I received my CPAP unit from Pulmonary & Sleep Specialists, PC and I have a question about billing or supplies or I am having a problem with the equipment supplied by you.**



EMAIL us at [INFO@PSSATL.COM](mailto:INFO@PSSATL.COM)

Call the CPAP office and leave a message at 404-499-0533 on or before 8/23/2024

**I am having a problem with my CPAP equipment or supplies, and you are not the provider (I use a DME company).**

You should call the DME company that provided your equipment.