



1060 William Way, NW
Cleveland, TN 37312
(423)478 -1050
(888)853 -7312

Kamran Farrukh, MD
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Office Guidelines and Policies

How to seek care in the event of an urgent/emergent situation when the office is closed:
You are welcome to call the on-call service for advice from a provider, seek the care you need at a walk-in clinic, and if this is emergent, please seek the ER.

Office phone number - 423 478 1050

When calling the office after hours you will hear a prompt for the on-call service.

If you are experiencing a life-threatening emergency, please call 911.

Appointment policies:

- Scheduling – it is always our priority to schedule our patients as soon as possible. There may be times that it is necessary for you to see our nurse practitioner or physician assistant for the earliest availability.
- Missed (no-show) appointment. – A provider may elect to terminate their relationship with you in the event of multiple appointments missed due to no show.
- Canceled appointment – we will make every effort to work you back in as soon as possible after a canceled appointment. This will be based on the provider's availability.
- Same-day appointment – we make every effort to see a patient who is sick or needs same day care.
- Late arrival for an appointment. – please call the office if you are going to be more than 10 minutes late.

Method of communication of test results:

Each provider may have different processes in place for test results. Please ask your provider how to expect to receive your results.

Prescription practices:

- Leave full name- dob- phone number- pharmacy name (address if there is more than one) – name and dosage of medications.
- Refill – we require refills be requested at least 48 hours for maintenance medications and 7 days for controlled substances.



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Controlled Substances

- Providers are REQUIRED by state law to check a database to verify additional scripts are not being obtained by other providers. If there are additional scripts being obtained by other providers when databases are checked, this office will not be able to write additional scripts for those medications.
- Patients are REQUIRED by state law to update and/or notify providers immediately of any changes in any medications.
- Periodic drug screening may be obtained by the providers of Cleveland Medical Associates and sent to the laboratory for testing during the course of treatment. Drug testing frequency is at the discretion of the provider.
- No prescriptions will be written early or rewritten due to prescriptions being lost or stolen.
- I understand that my provider may choose to terminate our relationship, discontinue prescribing controlled substances to me and/or refer me to pain management in the event of an abnormal drug screen.

Billing questions:

- Phone Number: 423 478 1050 EXT 136
- Lab questions may be directed to the number for Path Group on your bill.