

**Michael C Gordon MD LLC**

Specializing in the Practice of Addiction and Behavioral Medicine  
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Dr. Gordon, formerly a Board Certified Family Physician, has been involved in the practice of Addiction Medicine since 1972. He directed inpatient and outpatient treatment programs in Wisconsin from 1973 to 1984 when he moved to Smyrna, Georgia to be the Clinical Director of the Recovery Program of the Brawner Psychiatric Institute. Dr. Gordon came to Ridgeview Institute in 1994 where he remained on staff until 2012. For the past several years, he has devoted himself exclusively to an office-based outpatient practice. Dr. Gordon's current practice is a mixture of patient evaluations, individual psychotherapy, and medication management. He has always been interested in the treating of patients with addictions who have also experienced co-existing disorders. Psychiatric diagnoses most commonly encountered in his practice include depression, anxiety disorders, bipolar disorders, attention deficit hyperactivity disorders, and personality disorders. Chronic pain as a co-occurring disorder is a special interest of Dr. Gordon's. Addictions treated include alcohol, drugs including prescription opioids, and gambling. Sexual addiction can be evaluated and if appropriate medication management undertaken but the patient will be referred to a specialist for therapy. The same is true for patients with eating disorders. For several years opioids have been the number 1 drug category of abuse seen in our practice, but alcohol addiction is still a major problem that we treat. Dr. Gordon accepts only patients ages 18 and over.

**Office hours:** Monday through Thursday 9 am until 5 pm. Dr. Gordon sees patients on Friday mornings only once per month.

**Appointments:** Scheduled appointments give patients an opportunity to let Dr. Gordon know how they are feeling as therapy progresses. They provide an opportunity to discuss responses to various treatment interventions, possible medication side effects, and to ask questions. It is important to the success of each patient's treatment that they faithfully keep their appointments. Failure to do so disrupts the continuity of care, and prevents Dr. Gordon from making timely observations regarding progress. We ask that patients make every effort to keep their appointments. In the event that you cannot keep a scheduled appointment, we ask that you contact the office as soon as possible. This will allow us the opportunity to give that time to someone else and give you a new time that will work better for you. Last minute cancellations or "no-shows" leave gaps in our schedule where an opportunity to schedule another

patient has been lost. The practice has a policy of charging for appointments not cancelled at least 24 hours in advance. We charge full price for these appointments and insurance companies will not pay for these charges. They will be the patient's responsibility. At times phone sessions with Dr. Gordon will be available. Information regarding the fees for these services is available through the office.

**After hour's calls and emergencies:** We are on call for emergencies at all times. Please call the office number, 770-801-0980. When the office is closed all calls go to our answering service. Dr. Gordon or the physician on call for him will return your call promptly. If you have not had a return call within 15 minutes, please call again. In the event of a potentially life threatening situation, please proceed to the nearest Emergency Room or call 911.

**Prescription refills:** It is the patient's responsibility to be aware of when their prescription is running low. It is never a good idea to run out of your medication, and at times, could be very problematic. Please let us know while you are in the office if you need more refills. Do not call the office for a refill. This will only result in delays. If you need a refill of a prescription, please contact your pharmacy. They will fax or e-mail the prescription refill request to our office. We are not generally able to call in refills during the evening or on weekends/holidays and due to Federal regulations, some prescriptions cannot be called in at all.

**Insurance, deductibles, and copays:** We do accept many insurance company contracts. Please see the insurance information elsewhere on our website for a listing of all the companies we have contracts with. Check with our office to see if we participate in your particular plan. You may have to check with your insurance carrier for further information. In the event of uncertainty you will be asked to pay for your treatment in full at the time of service and our office will assist you in the filing of your claim for reimbursement. If you have insurance please let our office know at the time of scheduling your first appointment so that we may verify benefits and determine what your share of the bill will be. All fees, deductibles, and copays are due at the time of service unless other arrangements have been made ahead of time with the billing office. Dr. Gordon will not be able to see you unless you pay your share at the time of service, unless you have made prior arrangements with the billing office.

**Billing:** We no longer send out monthly bills. All accounts are expected to be kept current.

**Complaints:** If a patient ever has a specific concern or complaint regarding their treatment plan, treatment in the office by a staff member, or other area of concern, they are asked to address these issues specifically with Dr. Gordon.

Dr. Gordon is a member of the American Medical Association, American Society of Addiction Medicine, the American Pain Society, and the International Association for Pain and Chemical Dependency. He is certified by the American Board of Addiction Medicine.

#### **Meet our staff . . .**

Susan Dellinger, Office Manager: A Marietta native, Susan attended Chattahoochee Tech for business education. She has had over 30 years of experience in psychiatric office practices including office manager for Brawner Outpatient Center and Practice Management Solutions.

Theresa Pool, Billing Specialist: Another Marietta native, Theresa has over 30 years' experience in billing and collections for psychiatric offices and hospitals, including Brawner Psychiatric Institute, Center for Psychiatry, and individual practitioners.

Pamela Guffey, MA/Front Office Coordinator: Raised in the South Cobb area, Pamela has numerous years' experience as an MA and Front Office Support first in family medicine and later in the field of psychiatric/addiction offices.