



Concord Internal Medicine

Patient Information Guide

Office Hours and Telephone Access

Our office hours are from 8:00 am to 5:00 pm, Monday through Thursday and 8:00 am to 4:30 on Friday. Every attempt is made to answer calls as they come in, however due to the volume of telephone calls; your call may be answered by an automated phone system. Please listen carefully to the prompts; they are designed to lead you to the staff member to best meet your needs. The system is in place to allow us to provide you with quality patient care. In the event that we are unable to take your call, please leave a message. Your calls are a priority to us and we will make every effort to return calls the same day. In the event that your call is not answered on the same day it will be answered the following business day.

Our telephone number is 704-403-1307.

Emergencies

We provide an on call physician 24 hours a day. After regular office hours, please call 704-789-2181 for urgent problems and ask for the physician to be paged.

Appointments

To make an appointment, please call our office at 704-403-1307 and press **Option #1 and then Option #2**. In the event our staff is unable to answer your call, you will be prompted to leave a message. We request 24 hours in advance to cancel an appointment. Please bring all your medication bottles to each office visit.

Medical Problems

Our nurses are available to answer your health care concerns. If your situation is urgent, we will do our best to work you into our appointment schedule. The telephone will prompt you, if you need to talk with a nurse or medical assistant (**Option #1 and then Option #6**). We recommend you call as soon as you start experiencing a problem. Due to the high call volume it may be necessary for you to wait or to leave a message, but we will answer your call as soon as possible.

Medication Refills

Please review your medication supply regularly to ensure you do not run out. Please make clinical staff aware of any refills needed at your office visit. In the event you are out of refills and don't have an upcoming office visit, **please contact your pharmacy so that they can contact our office with a refill request.**

If you have not been seen in our office within one year, you may be asked to schedule an appointment to get your medication refills. If this is necessary, we will contact you directly from our office.

Test Results

If your doctor has ordered lab tests or x-rays, we will call you **ONLY** if any abnormal results are reported. If the tests are normal you will not hear from us.

Request for Records

Medical records are available to you by signing a release forms. Our medical records requests are completed routinely on Wednesdays. Our staff will provide you with the required release forms. Please call 704-403-1307 for more information.

Financial Policy

Payment of co-payments, coinsurances and uninsured balances are to be made at time of service, unless our staff has approved arrangements in advance. For your convenience, we do accept cash, checks, MasterCard, Visa and Discover. The CMC-NorthEast Physician Billing Service handles all physician charges. If you have any questions about your bill, you can call customer service at 704-403-4756.

Insurance

We are available to assist you with your insurance. However, we cannot know all the details of every insurance plan. Please bring your insurance card to each visit. If you change insurance companies or employers you will need to let the front desk staff know when you check in. Always remember, the insurance is a contract between you and your carrier and not Concord Internal Medicine.

Medicaid

If you have coverage provided through Medicaid, you will be asked for your card at each visit.

Prepaid Health Plans

We participate in numerous HMO plans. Please remember that these plans do not have responsibility for payment of any unauthorized services. It may be necessary for you to have a pre authorization prior to services rendered.