



Carolinas HealthCare System

Staci F. Condrey, MD

Robert D. Roycroft, MD

Samantha Lane, DO

**Welcome to Weddington Internal Medicine & Pediatrics, an affiliate of Carolinas**

**Healthcare System!** You have scheduled your child a new patient appointment with our clinic on

\_\_\_\_\_ at \_\_\_\_\_ am/pm and they are scheduled to see  
Dr. \_\_\_\_\_. **Please arrive at least 15 minutes early for your child's appointment.**

We have enclosed the following in this envelope:

- About Your Child: health questionnaire for all your child's past medical history.
- Peds Response Form.
- Split Billing Patient Information Sheet and Acknowledgement Form.
- Consent for Treatment and Authorization Form and a copy of our privacy policy.
- Patient Request for Access Form.
- Patient Information Guide that explains a few of our policies and services that we offer.

**It is VERY IMPORTANT that you complete the forms in this packet. A parent or legal guardian must accompany child to his/her appointment and also bring the following with them:**

- Medication bottles of ALL your child's medications they are currently taking, including all over-the-counter and herbal medications.
- Immunization/Vaccine Record.
- Patient's insurance card.
- Patient's co-pay and/or co-insurance payment due at check-in. If you do not bring your co-pay, we may reschedule their appointment.
- If you are a self-pay patient, we do require full payment at the time of service and you will receive a 30% discount at this time.

We appreciate you trusting your child's healthcare with our physicians. It is crucial that you keep all of child's appointments so that we can help manage their health issues. We know that emergencies do occasionally occur, but we ask that you call and cancel before your child's scheduled appointment time. Failure to cancel their appointment will result in a "No Show" appointment. **Please note that if they no show their appointment to establish care, they can be dismissed from the practice and will not be allowed to reschedule.**

We are honored you have chosen us to provide your child's healthcare needs and we look forward to your visit.

**Weddington Internal Medicine & Pediatrics**



# Weddington Internal Medicine & Pediatrics

Staci Condrey, MD

Robert Roycroft, MD

Samantha Lane, DO

## ABOUT YOUR CHILD

Child's Name \_\_\_\_\_ Birthdate \_\_\_\_\_  Male  Female

Mother \_\_\_\_\_ Birthdate \_\_\_\_\_ Occupation \_\_\_\_\_  
Address \_\_\_\_\_ Phone \_\_\_\_\_

Father \_\_\_\_\_ Birthdate \_\_\_\_\_ Occupation \_\_\_\_\_  
Address \_\_\_\_\_ Phone \_\_\_\_\_

Legal Guardian (if other than parent) \_\_\_\_\_  
Address \_\_\_\_\_ Phone \_\_\_\_\_

Siblings (names and birthdates) \_\_\_\_\_

Parents are:    Married    Single    Separated    Divorced

Pets (describe) \_\_\_\_\_                      Smokers in the home (who) \_\_\_\_\_

Firearms in House?    Yes    No                      Smoke Detectors in the house?    Yes    No

Water fluoridated?    Yes    No                      Diet \_\_\_\_\_

Does child attend daycare?    Yes    No                      Religious Preference: \_\_\_\_\_

## ALLERGIES

Drugs, Foods, Environment \_\_\_\_\_

## BIRTH HISTORY

Length of pregnancy \_\_\_\_\_ Type of delivery:    vaginal    c-section

Weight \_\_\_\_\_ Length \_\_\_\_\_

Type of feeding:    Breast    Formula (name) \_\_\_\_\_

Complications during pregnancy, labor or delivery \_\_\_\_\_

Problems in nursery \_\_\_\_\_

## DEVELOPMENT

At what age did the child first:

Roll over \_\_\_\_\_ Sit alone \_\_\_\_\_ Speak single words \_\_\_\_\_

Crawl \_\_\_\_\_ Walk alone \_\_\_\_\_ Make sentences \_\_\_\_\_

Toilet train \_\_\_\_\_

Did the child have any of the following problems during the first few months of life? (check if yes)

\_\_\_ Jaundice                      \_\_\_ Anemia                      \_\_\_ Breathing difficulties

\_\_\_ Trouble feeding                      \_\_\_ Seizures                      \_\_\_ Blue Spells

\_\_\_ Severe colic                      \_\_\_ Infections                      \_\_\_ Required oxygen

### CHILDHOOD ILLNESSES

Has the child had any of the following? (check if yes)

- |  |                                     |  |  |
|--|-------------------------------------|--|--|
| <input type="checkbox"/> Chicken Pox                                     | <input type="checkbox"/> Meningitis | <input type="checkbox"/> Tubes in Ears | <input type="checkbox"/> Pneumonia           |
| <input type="checkbox"/> Asthma/wheezing                                 | <input type="checkbox"/> Seizure    | <input type="checkbox"/> Heart Murmur  | <input type="checkbox"/> Freq. Ear Infection |
| <input type="checkbox"/> Other chronic or ongoing medical problems _____ |                                     |  |  |

### HOSPITALIZATIONS

List any hospitalizations for surgery, accidents, or injuries. List dates and reason for hospitalization.

---

---

### MEDICATIONS

List any medications including vitamins, fluoride, iron, prescription, non-prescription drugs and herbs.

---

---

### FAMILY HISTORY

Do any of the child's close relatives (parents, grandparents, brothers or sisters) have any of the following?

- |  |  |                                     |
|--|--|-------------------------------------|
| <input type="checkbox"/> High Blood Pressure | <input type="checkbox"/> Diabetes          | <input type="checkbox"/> Allergies  |
| <input type="checkbox"/> Heart Disease       | <input type="checkbox"/> Bleeding Disorder | <input type="checkbox"/> Asthma     |
| <input type="checkbox"/> Sickle Cell         | <input type="checkbox"/> Cystic Fibrosis   | <input type="checkbox"/> Alcoholism |
| <input type="checkbox"/> Cancer              | <input type="checkbox"/> Mental Problems   | <input type="checkbox"/> Seizures   |
| <input type="checkbox"/> Kidney Disease      | <input type="checkbox"/> High Cholesterol  |                                     |

### IMMUNIZATIONS

**Please provide us with a current list of all immunizations received.**

### PROBLEMS/CONCERNS

Does the child have any unusual problem with (check if yes)

- |   |  |  |  |
|---|--|--|--|
| <input type="checkbox"/> Behavior       | <input type="checkbox"/> Temper tantrums | <input type="checkbox"/> Nightmares      | <input type="checkbox"/> Trouble in School   |
| <input type="checkbox"/> Discipline     | <input type="checkbox"/> Vision          | <input type="checkbox"/> Bedwetting      | <input type="checkbox"/> Learning difficulty |
| <input type="checkbox"/> Breath Holding | <input type="checkbox"/> Speech          | <input type="checkbox"/> Toilet Training | <input type="checkbox"/> Attention Deficit   |
| <input type="checkbox"/> Hyperactivity  | <input type="checkbox"/> Thumbsucking    |  |  |

What recent problems has the child had? \_\_\_\_\_

---

---

What concerns do you have today? \_\_\_\_\_

---

---

# PEDS RESPONSE FORM

Provider \_\_\_\_\_

Child's Name \_\_\_\_\_ Parent's Name \_\_\_\_\_

Child's Birthday \_\_\_\_\_ Child's Age \_\_\_\_\_ Today's Date \_\_\_\_\_

**Please list any concerns about your child's learning, development, and behavior.**

**Do you have any concerns about how your child talks and makes speech sounds?**

Circle one: No Yes A little COMMENTS:

**Do you have any concerns about how your child understands what you say?**

Circle one: No Yes A little COMMENTS:

**Do you have any concerns about how your child uses his or her hands and fingers to do things?**

Circle one: No Yes A little COMMENTS:

**Do you have any concerns about how your child uses his or her arms and legs?**

Circle one: No Yes A little COMMENTS:

**Do you have any concern about how your child behaves?**

Circle one: No Yes A little COMMENTS:

**Do you have any concerns about how your child gets along with others?**

Circle one: No Yes A little COMMENTS:

**Do you have any concerns about how your child is learning to do things for himself/herself?**

Circle one: No Yes A little COMMENTS:

**Do you have any concerns about how your child is learning preschool or school skills?**

Circle one: No Yes A little COMMENTS:

**Please list any other concerns.**



## Prevention is the Best Medicine.

Good health begins with preventive care, and establishing a partnership with the right primary care doctor empowers you to achieve good health for a lifetime.

At Carolinas HealthCare System, your health is our top priority. In addition to caring for you when you're sick, our primary care doctors focus on preventive care that puts you in top form to fight off disease and illness so you can live the best life possible.

The preventive services included in this handout are covered by most health plans.

## Coverage for Preventive Services

### Adult Preventive

#### Exams:

Preventive office visits including well woman exams\*

#### Screening Tests:

- Blood pressure screening for adults
- Cholesterol screening for adults of certain ages or at higher risk
- Colorectal cancer screening for adults over 50
- Diabetes (Type 2) screening for adults with high blood pressure
- Diet counseling for adults at higher risk for chronic disease

#### Immunizations:

*Doses, recommended ages and populations vary*

- Influenza (flu)
- Pneumonia
- Hepatitis A
- Hepatitis B
- Tetanus, Diphtheria, Pertussis (Td/Tdap)
- Varicella (chicken pox)
- Measles, Mumps, Rubella (MMR)
- Meningococcal
- Zoster (shingles)
- Human Papillomavirus (HPV)

### Child Preventive

#### Exams:

Preventive office visits including well-child care\*

#### Screening Tests:

- Hearing
- Vision
- Phenylketonuria (newborns)
- Sickle cell disease (newborns)

#### Immunizations:

*Vaccines for children, birth to age 18 – doses, recommended ages and populations vary*

- Influenza (flu)
- Pneumonia
- Hepatitis A
- Hepatitis B
- Tetanus, Diphtheria, Pertussis (Td/Tdap)
- Varicella (chicken pox)
- Measles, Mumps, Rubella (MMR)
- Polio
- Rotavirus
- Meningococcal
- Human Papillomavirus (HPV)
- Hib (Haemophilus influenza type b)

#### Newborn Preventive Treatment:

Ocular medication against gonorrhea for all newborns

Certain history of symptoms or certain screenings, such as a colonoscopy, may identify health conditions that require further testing or treatment. If a condition is or has been identified through a preventive screening, any testing, diagnosis, analysis or treatment are not considered preventive services and are subject to any related copays and deductibles within your health plan.

Bring this handout with you to your next preventive exam appointment to discuss with your doctor what preventive screenings are right for you or your child.

\* During an annual preventive exam, your physician may address new or pre-existing health conditions or concerns not considered part of your preventive service benefit. Should this occur, the additional services may not be considered part of your preventive services benefit, therefore, your insurance carrier may subject these additional services to your deductible and co-insurance provisions.

The services listed are subject to change as federal guidelines are issued. A full list of covered preventive services can be found at [www.healthcare.gov/what-are-my-preventive-care-benefits/](http://www.healthcare.gov/what-are-my-preventive-care-benefits/)





Carolinan HealthCare System

Thank you for choosing Carolinas HealthCare System for your healthcare needs. You are scheduled for an Annual Preventive Exam today and we want to provide you with some information regarding your visit.

### **What is part of preventive care?**

Preventive care means that you and your doctor work together to lower your chance of getting certain health problems. During your visit, your doctor will choose what tests or health screenings are right for you. The tests chosen depend on your age, sex, past health record and your health now. As part of your visit you may have physical exams, immunizations, lab tests and other tests. Most health plans pay for these tests.

### **What is not part of preventive care?**

New or current health problems are not part of preventive care. Your doctor can diagnose or treat any new or current health problem during your visit. Tell your doctor if you want that done. You may be charged for extra office or lab fees. This is a Carolinas HealthCare System policy. You will need to pay for some or all of the fees not covered by your health plan. Check your health plan to know what it will pay for.

You may want to keep your annual preventive exam apart from new or current health problems. We can set up a separate visit for you. You will still be charged for care and tests that are not covered by your health plan.

Thank you for letting us help you stay healthy.





Carolinan HealthCare System

**Annual Preventative Exam Visit**  
*Request for Additional Services*

During your visit today, your provider will complete an Annual Preventative Exam. In addition to this exam, please let us know if you wish to have any of the following health services performed today. These additional services may result in extra office or lab charges.

**Check all that apply:**

- Evaluation and/or care for new health issues or concerns
  - Care for a disease or illness you have already been diagnosed with
  - A change in your prescription medication(s)
  - Renewal of any prescription medication(s)
  - Other: \_\_\_\_\_
- 
- No, I do not wish for any extra services to be provided.**

**Patient name (print):** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Patient Signature:** \_\_\_\_\_





REQUEST FOR TREATMENT AND AUTHORIZATION FORM  
Carolinah HealthCare System Medical Group

**REQUEST FOR TREATMENT.** The Charlotte-Mecklenburg Hospital Authority d/b/a Carolinas HealthCare System (“CHS”) maintains certain providers, personnel and facilities needed in providing me medical care, and I authorize CHS, those providers and personnel to perform on me the care ordered by my providers. I understand that I have the right to be informed by my providers of the nature and purpose of any proposed treatment or procedure and any available alternative methods of treatment, together with an explanation of the likely risks and benefits associated with them. This form is not a substitute for such explanations. I acknowledge that CHS and its providers and personnel are not responsible for providing me this information for non-CHS providers. I consent to receive services by interactive audio, video, or data communications to carry out consultations, evaluations, screenings, diagnosis, treatment, monitoring, or other communications benefiting a patient if appropriate for my condition, and I understand the risks, benefits and alternatives of doing so. I choose to receive the services even if my insurance plan may not cover or continue to cover specific services, including the specific services rendered during medical treatment.

**ASSIGNMENT OF INSURANCE BENEFITS.** I/we hereby assign all my rights to CHS under any policy of insurance, including but not limited to, major medical insurance, hospital or outpatient benefits, sick benefits, injury benefits due to me because of liability of a third party, such as auto insurance or Workers’ Compensation insurance, and the proceeds of all claims resulting from the liability of the third party payable by any person, employer or insurance company to or for the patient up to the full amount of the medical bill, and hereby authorize direct payment to CHS and/or my providers of all benefits to which I am entitled. This assignment includes payment of hospital, outpatient, surgical, and medical benefits to any professional group contracted by CHS for professional services they may perform for me. In addition, I/we further warrant and represent that any insurance which I/we assign is valid insurance and in effect and that I/we have the right to make this assignment. I understand that I am financially responsible to CHS, my providers, and those professional groups or entities included in this assignment for amounts due that are not covered by this assignment. For example, I know that sometimes insurance companies will not pay for services ordered by my providers and which I have authorized. I understand that these payment denials occur for a variety of reasons. My insurance policy may not include the particular service as a benefit. In other cases, a service will not be covered by my insurance company because it decides the service is not necessary, despite my provider’s decision to order the service. In any event, even if a service is not covered by insurance, I agree to pay for all charges for all services rendered, including the specific services rendered as part of medical treatment. I further agree that in the event benefits paid under this assignment or any other amounts paid by me/us or on my/our behalf exceed the amounts due CHS, my providers, or those professional groups or entities for services in connection with this medical treatment, any such excess amount may be applied to any other indebtedness that I or my spouse or any child for whom I am financially responsible may have to CHS or any other facility or entity related to CHS, my providers, or other professional groups or entities included in this assignment.

**NOTICE OF INDEPENDENT CONTRACTORS.** I understand that CHS has contracted with certain independent professional groups for such groups to exclusively provide certain medical services at CHS facilities, including but not limited to radiology, anesthesiology, pathology, radiation oncology, and emergency medicine services. I understand that professional groups providing those services are independent contractors, are not employees or agents of CHS, and are not subject to control or supervision by CHS in their delivery of professional services.

**USE OF MEDICAL INFORMATION AND COMMUNICATION.** I understand that CHS, my providers and independent professional groups providing medical services can use my information for treatment, payment, and health care operations, as further outlined in the CHS Notice of Privacy Practices. As clarification, I understand that CHS and my providers may give any medical information relating to my medical treatment to my insurance company, governmental or charitable agencies and their agents, and professional review organizations with whom I may have insurance coverage or who may be assisting in payment of my medical treatment. I also understand that CHS and my providers may release any medical information to any health care provider or medical facility to which I may be referred or transferred for further medical care. I authorize CHS and my provider to take and produce pictures, recordings, and/or video of me for treatment and health care operation purposes. I can object to, or rescind my permission for, pictures, recordings, and video being taken or produced for reasons other than treatment and health care operations at any time. In addition, I authorize CHS and my providers to release any medical information necessary to prove CHS’s damages in any legal proceeding brought to enforce any unpaid balance on any of my accounts. I consent and authorize CHS and third party agents of CHS to contact me by telephone at any number associated with me, including a wireless number, and to use pre-recorded and/or an automatic dialing service in connection with any communication made to me or related to my account.

**AUTHORIZATION TO RELEASE MEDICARE AND MEDICAID INFORMATION.** I certify that the information provided by me in applying for payment under Titles V, XVIII and/or XIX of the Social Security Act is correct.

Request for Treatment and Authorization

**\*901\***

PATIENT LABEL
------------------

I understand that health care services paid for under the Medicare, Medicaid and Maternal and Child Health programs are subject to review by professional organizations, which may recommend denial of payment if my medical condition does not warrant continued medical care. I authorize those agencies responsible for determining eligibility under these programs to provide to CHS any information relating to the determination of my eligibility. I request payment of benefits under these programs be made to CHS and my health care providers on my behalf.

**PAYMENT GUARANTY.** I (patient and/or responsible party/ies) agree to pay all charges for services rendered by CHS and my physicians or other providers for my medical treatment. This guaranty includes charges for services not covered by my insurance, regardless of the reason that insurance coverage is denied. If I fail to pay all charges and CHS or my providers use an attorney to collect unpaid charges, I agree to pay the reasonable cost of the attorney's services in addition to the unpaid charges. I consent and authorize CHS and its agents and subcontractors to contact outside data sources of its choosing, including credit reporting agencies, for purposes related to my account, including evaluating and assessing my credit worthiness, my charity eligibility, and the viability of collecting any amounts due for the treatment I receive, whether at this time or on subsequent visits. I understand and agree that CHS may assign my accounts as it deems necessary for purposes of collecting any amounts I owe, including to collection agencies and attorneys.

**PERSONAL PROPERTY.** I understand that CHS is not responsible for money, valuables and other personal property in my possession and has no liability for their loss.

**ADDITIONAL AUTHORIZATION AND CONSENT:** I authorize the Financial Counseling staff of CHS to assist me in the processing of any benefits application, including Medical Assistance, Aid to Families with Dependent Children, or Special Assistance, initiated for the Patient within six months of the date of this authorization. The Financial Counselor may have access to and copy any records or information to which I would be entitled. I authorize and direct the County Department of Social Services to provide such information to the Financial Counselor. I authorize and consent to referral to the County for benefits by use of any appropriate referral form. I request that if my benefits are approved or denied, a copy of the approval or denial be attached to and returned with the referral form. I acknowledge that this consent is voluntary and that it may be revoked by me at any time except to the extent that action has already been taken. This consent shall remain valid and enforceable until it is revoked or replaced by a new form of consent, signed by me.

I have read the foregoing request and authorization in its entirety and agree to be bound by all terms and conditions herein. The undersigned hereby consents to such medical treatment as my provider(s) order and indicate the same by my (our) signature below.

**Name of Patient:** \_\_\_\_\_

\_\_\_\_\_  
**Patient/Responsible Party Signature**

**Relation, if not Patient:**

\_\_\_\_ Spouse  
\_\_\_\_ Parent/s  
\_\_\_\_ Other (Specify: \_\_\_\_\_)

\_\_\_\_\_  
**Date**                      **Time**

\_\_\_\_\_  
Witness                      Date                      Time

I have been provided access to CHS's Notice of Privacy Practices

\_\_\_\_\_  
**Patient/Authorized Representative Signature**

**Relation, if not Patient:**

\_\_\_\_ Spouse  
\_\_\_\_ Parent/s  
\_\_\_\_ Other (Specify: \_\_\_\_\_)

\_\_\_\_\_  
**Date**                      **Time**

Reason Patient Unable/Unwilling to sign \_\_\_\_\_  
\_\_\_\_\_

PATIENT  
LABEL

## Patient Request for Access

Did you know you can view most of your medical record online via MyCarolinas? Go to [www.carolinashealthcare.org](http://www.carolinashealthcare.org) and click on [MyCarolinas](#). If you would like a copy of your medical record please complete the form below.

I am a patient of Carolinas HealthCare System and my information is listed below:

Patient Name: \_\_\_\_\_ Date of Birth: \_\_\_\_\_

Street Address: \_\_\_\_\_ Last 4 numbers of SSN: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_ Telephone: \_\_\_\_\_

Email address: \_\_\_\_\_

By providing your email address, you acknowledge and accept the risks outlined in [Guidelines for E-mail with Patients](#), posted on [carolinashealthcare.org](http://carolinashealthcare.org).

Phone: \_\_\_\_\_

I would like for \_\_\_\_\_ to (choose one):

(list facility or practice)

give me a copy of my health information

send my records to:

Weddington Internal Medicine & Pediatrics

3020 Weddington Road, Concord, NC 28027

(Name of Facility, Person, Company)

(Street Address or PO Box, City, State, Zip Code)

704-403-7700

704-403-7710

(Phone Number)

(Fax Number)

None

(E-mail Address)

I would like these dates of service to be released: \_\_\_\_\_

I want these parts of my record:

Facility (check all that may apply):	Office/Clinic/Home Care (check all that may apply):	Behavioral Health/Sub. Use (check all that may apply):
<input type="checkbox"/> Facility Summary (abstract)	<input type="checkbox"/> Office/Clinical Summary (abstract)	<input type="checkbox"/> Facility Summary (abstract)
<input type="checkbox"/> Discharge Summary	<input type="checkbox"/> Office/Home Visits	<input type="checkbox"/> Clinical/Discharge Summary
<input type="checkbox"/> History and Physical	<input type="checkbox"/> Physical Exam	<input type="checkbox"/> Assessments
<input type="checkbox"/> Laboratory reports	<input type="checkbox"/> Laboratory Reports	<input type="checkbox"/> Progress notes/Therapy notes
<input type="checkbox"/> Radiology/X-Ray Reports	<input type="checkbox"/> Radiology Reports	<input type="checkbox"/> Medications
<input type="checkbox"/> Other _____	<input type="checkbox"/> Other _____	<input type="checkbox"/> Lab reports
<input type="checkbox"/> Entire record	<input checked="" type="checkbox"/> Entire Record	<input type="checkbox"/> Other _____
<input type="checkbox"/> Itemized Bill	<input type="checkbox"/> Itemized Bill	<input type="checkbox"/> Entire Record (Not including psychotherapy notes)
		<input type="checkbox"/> Itemized Bill

I want these records as a (choose one):

- CD  
 E-mail  
 Paper copy  
 Other: \_\_\_\_\_

I want you to (choose one):

- Mail them  
 Send them secure e-mail  
 Fax them to: 704-403-7710  
 Prepare them to be picked up by: \_\_\_\_\_

As an alternative you may schedule an appointment with your healthcare provider's office to see your record in person. Please note it may take up to 30 days to schedule the appointment or provide copies.

Signature: \_\_\_\_\_ Print Name: \_\_\_\_\_

Relationship to Patient: \_\_\_\_\_ Date: \_\_\_\_\_

Note: If the patient lacks legal capacity or is unable to sign, an authorized personal representative may sign this for the patient. (Written Proof May be Requested)

Authorization given to patient / Date of release: \_\_\_\_\_ via  Mail  Fax  Other \_\_\_\_\_  ID Verified  DL/OtherID \_\_\_\_\_

Employee Name \_\_\_\_\_ Date: \_\_\_\_\_



Carolinas HealthCare System

Patient Request for Access





Carolinah HealthCare System

## Patient Information Guide

### Office Hours and Telephone Access

Our office hours are from 8:00am to 5:00pm, Monday through Friday. Every attempt is made to answer calls as they come in. However, due to the volume of 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, you will be asked to 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 704-403-7700**

### Emergencies

We provide an on call nurse 24 hours a day. After regular office hours, please call 704-403-7700 for urgent problems and a nurse will answer your questions or page the physician on call if necessary.

### Appointments

To make an appointment, please call our office at 704-403-7700. 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 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. We recommend you call as soon as you start experiencing a problem.

### 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 that you are out of refills and do not have an upcoming office visit, **please contact your pharmacy so that they can contact our office with a refill request. Please allow 2 business days for maintenance medications and 3 business days for controlled medication refills.**

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 test we will call you ONLY if requiring actions are reported. If the tests are normal you will receive a letter.

### Request for Records

Medical records are available to you by signing a patient access form. Our staff will provide you with the required release form if needed. Please call 704-403-7700 for more information.

## **Financial Charge**

Payment of co-payments, coinsurance and uninsured balances are to be made at the 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 1-877-801-2407 or 1-800-378-3947.

## **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 Weddington Internal Medicine and Pediatrics.

## **Medicaid**

If you have coverage provided through Medicaid, you will be asked for your card at each visit. If our clinic is not listed as your medical care provider on your card, you will need to contact your caseworker to have your insurance card update to continue care at our facility.

## **Cancellation and No Show Policy**

**\*\*3 no shows within a 12 month span\*\***

We appreciate you trusting your healthcare with our physicians. It is crucial that you keep all of your appointments so that we can help manage your health issues. We know that emergencies do occasionally occur, but we ask that you call and cancel before your scheduled appointment time. Failure to cancel your appointment will result in a “No Show” appointment.

**The current clinic policy regarding “No Show” for appointment is as follows:**

- 1<sup>st</sup> No Show – you will receive a call from the clinic to reschedule
- 2<sup>nd</sup> No Show – you will receive a letter from the clinic
- 3<sup>rd</sup> No Show – you will be discharged from the clinic and will receive a certified discharge letter

## **MyCarolinas**

Carolinas HealthCare Systems patients enjoy secure and convenient access to their medical record and their doctor’s office online with MyCarolinas. You can use this health management tool to:

- **Manage your appointments**
- **Communicate with our office**
- **View lab or test results**
- **Renew Prescriptions**
- **Manage your child’s health**
- **Pay bills and much more**



# Weddington Internal Medicine & Pediatrics



## Weddington Internal Medicine and Pediatric Services

- Pediatric and adolescent medicine
- Newborn care
- Physicals
- Immunizations
- Prevention and management of chronic illnesses
- Minor procedures and injury treatment
- Childhood illness treatment
- Developmental screenings
- Laboratory services
- Nutrition
- Flu shot clinics
- Hearing and vision screening
- Prenatal visits

### Contact Information

#### Weddington Internal Medicine & Pediatrics

3020 Weddington Road  
Concord, NC 28027

**Phone:** 704-403-7700

**Fax:** 704-403-7710

### Hours of Operation

**Monday - Friday**

8 a.m. - 5 p.m.

## Online Services via MyCarolinas

Carolinas HealthCare System patients enjoy secure and convenient access to their medical record and their doctor's office online with MyCarolinas. Use this health management tool to:

- Manage your appointments
- Communicate with our office
- View lab or test results
- Renew prescriptions
- Manage your child's health
- Pay bills and much more

Visit [CarolinasHealthCare.org/Weddington-Internal-Medicine-and-Pediatrics](http://CarolinasHealthCare.org/Weddington-Internal-Medicine-and-Pediatrics) to learn more.



Carolinas HealthCare System