



NorthEast Neurology

*****CONCORD*****

315 Medical Park Drive, Suite 202
Concord, North Carolina 28025
Phone 704-403-1911
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MEDICAL STAFF

Robert Mitchell, MD
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Randa Eury, NP, MSN
Sarah Powers, NP

OFFICE HOURS

Monday – Friday 8:00 AM – 4:30 PM

Patients seen by appointment only

APPOINTMENT DESK HOURS

Monday – Friday 8:00 AM – 12:00 PM; 1:00PM – 4:30PM

EMERGENCIES

In the event of a life-threatening emergency, you should dial 911 or go to the nearest emergency room. For any **urgent** problems that cannot wait until the next business day, call NorthEast Neurology at 704-403-1911 and follow the instructions.

APPOINTMENTS

You have been referred to us by your doctor. Please arrive 20 minutes prior to your appointment time. This will give us time to get any additional information that will help us provide better care for you. Please bring these things to your appointment:

- Your COMPLETED medical history and information forms
- Your medicine bottles or a list of medicines you are taking
- Your current insurance cards
- Payment for your coinsurance, co-payment, or deductible.

If you are unable to keep your appointment, notify our office at least **24 hours** before your scheduled time. This will allow other patients to use that scheduled time. If you do not notify us, you will be listed as a “**no show**” which may result in discharge from the practice.

VITAMIN B12 INJECTIONS

In an effort to provide better service for patients receiving injections, we have set aside specific days and times for these injections to be given. Nursing staff will be available to give B12 injections on Tuesdays, Wednesdays and Thursdays, during the hours of 10:00 – 11:30 AM and 3:00 – 4:30 PM

PRESCRIPTION REFILLS

Call your pharmacy to ask for any prescription refills. Your pharmacy will then contact us about your request.

Please plan ahead for prescription refill requests. Your request will be processed within 2 business days.

Controlled drugs will not be refilled after hours or on weekends or holidays.

No exceptions!

NOTIFICATION OF TEST RESULTS

Upon completion of all ordered tests, you will be notified of the results by telephone, or at your next scheduled visit. After three attempts to contact you by telephone, a certified letter will be mailed to notify you of any abnormal results.

COMPLETION OF FORMS/MEDICAL RECORDS REQUESTS

Please allow 10 – 14 business days for completion of forms such as disability, insurance, medical equipment, etc. You will be notified when they are completed. Please allow 7 business days for release of medical records. A current authorization for release form must be completed **prior** to the release of any records. You may obtain this form from our office or from our website at www.northeastneurology.org. Medical Records requests are processed through a copy agency. You will be billed a set fee per page.

TELEPHONE CALLS

It is not always possible for your doctor to answer his/her phone calls during office hours.

Members of our staff have been trained to answer many questions related to your healthcare needs. In the event that the nurse is unable to assist you with your needs, you will receive a follow up call from your doctor. If a message is left on the nurse’s line, we will try to return your call by the end of the day. If the call is left after 3:00 PM, it will be returned the next business day. Call requests for doctors may require additional time due to our doctors being on call and responding to emergencies. We appreciate your understanding in this matter.

PAYMENT / INSURANCE POLICIES

...you need to be aware of your benefits. Please bring your insurance cards to each visit. Notify us of any changes in your insurance coverage as soon as you receive the information. Incorrect insurance information may result in you being billed for the visit. In addition, make sure your medical doctor sends us a current referral if your insurance requires it. If you do not have insurance, you will be responsible for 50% of the bill at the time of service. You may call our office for an estimate of charges. If you need financial assistance, contact our office and request a financial assistance form. This form can also be printed from our website at www.northeastneurology.org.

BILLING SERVICES

All billing is handled through the Carolinas Physician Network Billing Office. The billing office can be contacted by calling 877-801-2407. In addition, our office has a patient account representative who can assist you with payment plans.