



NorthEast Endocrinology

Patient Information Guide NorthEast Endocrinology

Office Hours and Telephone Access

Our office hours are from 8:00 AM to 5:00 PM Monday through Friday. Due to the volume of telephone calls we do have an automated phone system. We answer calls from 8:00 AM to 4:30 PM. Please listen carefully to the prompts to enhance our ability to provide you with quality patient care. In the event we are unable to take your call please leave a message. We make every effort to return all calls the same day. Our telephone number is 704-403-1311.

Emergencies

We provide emergency care to our patients after office hours. Please call 704-789-2119 for an urgent problem; our physician on call will assist you.

Appointments – Telephone prompt – option #1

To make an appointment, call the office at 704-403-1311. You will receive a prompt to press #1 to make or reschedule an appointment. In the event our staff is unable to answer your call you will be prompted to leave a message.

Please make every effort to keep your scheduled appointments. We request 24 hours in advance to cancel an appointment. If you do not cancel the appointment and do not come it will be considered a “no show.” It is our policy that if patients “no show” 3 or more appointments they can be dismissed from the practice.

Please bring all your medication bottles, blood sugars, and/or meters to each visit. Please make sure that you arrive on time for your visit. If you are late you may have to wait to be seen.

Medical Problems- Telephone prompt - option #3

If a nurse is unavailable to take your call please listen carefully to the prompt and leave the information requested regarding your medical problem. Please leave a detailed message and we will have the doctor address your concern and call you back by the end of the business day.

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.

Drug Refills – Telephone prompt – option #2

Please review your medication supply regularly to ensure you do not run out. On routine medications please call your pharmacy directly. In the event you are out of refills, please call 704-403-1311. You will be prompted to press 2 for refills. Please have all the following information when you call:

1. Patient's name
2. Patient's date of birth
3. Patient's telephone number
4. Name of medication
5. Medication instructions
6. Name of pharmacy
7. Pharmacy telephone number
8. Providers name

Routine refills are done from 8:00 am to 2:00 pm. All calls received after 2:00 PM may be handled the next business day. The on-call physician does not have access to your medical record and will not be able to call in refills. Please allow 24 hrs for medication refills.

We do not dispense prescriptions, medications or sample medication between 12:00 pm and 1:30 pm.

Test Results – Telephone prompt – option #2

If your doctor has ordered outside test(s) we will call you if any abnormal results are reported. You will be notified of normal or non-urgent results within 1-2 weeks. In the event you have a question you may leave the information requested and a nurse will return your call within 24 hours

Request for Records – Telephone prompt – option #4

Medical records are available to you by signing a release form. Our medical record requests are completed routinely on Wednesdays. Our staff will provide you with the required release forms. Please call 704-403-1311; you will be prompted to press 4 for medical records. Our staff will assist you in obtaining hospital records and/or x-rays.

Financial Policy

Payment is to be made at the time of services are rendered, unless arrangements have been approved in advance by our staff. For your convenience we do accept cash, checks, MasterCard or Visa. The CMC - NorthEast Physician Billing Service handles all physician charges. If you have any questions about your bill, you can call customer service at 704-789-7900.

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 employment you 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 NorthEast Endocrinology.

Medicaid

If you have coverage provided through Medicaid, you will be asked for your card at each visit. If you have chosen a Carolina Access Primary Physician you must have authorization to see a specialist.

Health Plans

We participate in numerous Managed Care plans. Please remember that these plans do not have responsibility for payment of any unauthorized services. This includes evaluation and treatment. If we do not have a referral you will be asked to sign a waiver making you responsible for the bill. All copays must be paid at the time services are rendered.