



Welcome Letter and Practice Policies

Welcome to our center. We look forward to working with you on all your primary care needs.

Scope of Care

At Carrboro Family Medicine Center, we offer preventive, diagnostic and therapeutic services for a wide array of acute and chronic medical conditions. We provide care for infants, children, adolescents, adults, and senior citizens.

Appointments

Monday – Friday morning: 8:00 a.m.-5:00 p.m. Closed from 12:00 until 1:00 p.m. for lunch. To make an appointment, please call 919-929-1747 and press option 1.

Copays/Deductible and or Coinsurance

If you have a co-pay plan, your copay is due at the time of service. We reserve the right to reschedule your appointment if you are unable to pay it.

If you have a deductible or coinsurance plan, Carrboro Family Medicine will need a minimum payment of \$80.00 at the time of service. This \$80.00 payment will go toward your bill/balance. We will still file your claim to the insurance company for you. If you still have a balance after we hear back from your insurance company, we will send you a statement for the remainder of the balance. Please note, if you do not pay this at the time of service, you will be asked to sign a payment agreement that will be kept on file. We will need to see your insurance card to make sure we have all the correct information to file your claim correctly.

Late Arrivals/Cancellations/No-Shows/Walk-ins

Please be on time as late arrivals can delay other patient appointments. While we are sometimes delayed with a given patient, we do our best to stay on schedule. If you arrive more than 15 minutes late for your appointment, you may need to be rescheduled depending on the day's schedule and the nature of your visit.

If you need to be rescheduled due to a late arrival, you may be subject to a late cancellation fee. If you need to cancel a Monday appointment due to an emergency that arises over the weekend, please communicate with us via the portal to avoid a cancellation/no show fee (*Select Compose under Messages on the Home Page*).

If you are coming in as a walk-in patient, please be aware that our scheduled appointments will be seen first. We will put you on the schedule with our first available provider. As a result, you may or may not have a lengthy wait time. Please let the office know at least 24 hours in advance if you are unable to keep an appointment.

A late cancellation (less than one (1) business day) or a no show for an appointment is subject to a charge of \$75.00. A continuing pattern of missed appointments or late cancellations may result in dismissal from the practice. Automated appointment reminders go out as a courtesy to our patients.

Lab Results

Your lab results will be given to you either in person at a follow up appointment or by patient portal. If you have not received a copy of your labs within 10 business days after a draw, please contact our office via the portal and

we will check on the status (*Select Compose under Messages on the Home Page*). Specialty labs can take more than 2-3 weeks. Same day lab appointments are often available.

Triage Nurse Calls

Note that if your question or concern involves symptoms that need to be evaluated, you should schedule an appointment. We, unfortunately, cannot diagnose symptoms or situations over the phone.

Telephone messages for the provider may be left by calling 919-929-1747. Outline the nature of your concern by leaving your full name, date of birth, and the best contact number to reach you so the nurse can convey your question accurately. ***Or, if the issue is not life-threatening or of an emergent nature, you may also reach out to your provider through the portal (select Compose Under Message on the Home Page) which is the preferable way of contacting us.*** Calls received before 3:00 p.m. will be returned by our nurse on the same business day. Calls received after 3:00 p.m. will be returned the next business day. If your calls are pertaining to COVID-19, please see the FAQ's on our website.

Emergencies/Urgent Needs/After-Hour Calls

If you have a life-threatening emergency, please call 911 or go to the nearest emergency room. For urgent needs during office hours, call 919-929-1747.

Prescription Refills

Bring all medications to **EVERY** appointment for our review, please. Request needed refills at your appointment to prevent running out. For refills of your routine medication(s) between appointments, please contact your pharmacy to request the refill. Your pharmacy can issue an electronic refill request to our office for approval by your provider. If your pharmacy prefers to fax a request, please have them send it to our office at 919-933-1568. Please call your pharmacy **7** days in advance of the prescription running out and then allow **3-5** business days for this process to be completed for all regular medications. An appointment will be required for any new prescription and for refills on controlled substances. For emergency refills, please call your pharmacy as they can usually provide a limited emergency supply until you can come in to be seen.

Keeping scheduled appointments is the best way to ensure safe medication use and timely refills. If you are overdue for an appointment and requesting refills, you will likely have a limited number of pills prescribed. Please make an appointment and we will check on relevant medical issues before we provide more refills.

Forms Completion and Letters

We charge for each form or letter that may be needed for one purpose or another. For a price listing, please visit our website at: <https://carrborofamilymedicine.net/patient-policies/>. Payment is required in advance of the form(s) or letter(s) being completed. ***No exceptions may be granted.***

Returned Check Charge (Non-Sufficient Funds)

The practice charges a returned check/non-sufficient funds fee of \$25.00. ***No exceptions may be granted.***