



**CARRBORO FAMILY MEDICINE CENTER, P.A.**

*Patient Centered. Community Based.*

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## **Nurse/CMA Phone Message Policy**

You may leave non-urgent messages on the nurse/medical assistant voice mailbox. These messages are checked throughout the day, please be assured that calls will be reviewed in a timely manner. If you wish for someone to call you back, please leave a number where you can be reached and include your name, date of birth and a detailed message. Please say if we can leave a detailed message on your answering machine if we are unable to reach you. Messages are reviewed and prioritized by the nurses/medical assistants. It could be 2-3 business days for non-urgent calls to be returned.

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