

RALEIGH MEDICAL GROUP PATIENT INFORMATION

Welcome to Raleigh Medical Group! Your time is valuable, and we feel that your being aware of the information found below will help your interactions with our office to be as efficient as possible. **If this is your first appointment with our office, please arrive 30 minutes prior to your scheduled time to complete the necessary paperwork. Any payment due is expected at time of service.**

HOURS OF OPERATION:

Our office is open Monday through Friday from 8:00am-5:00pm. We offer extended hours on Saturday mornings from 8:00am-12:00pm at our Raleigh Adult Medicine location (3200 Blue Ridge Road, Suite 210, Raleigh, NC).

EMERGENCY SITUATIONS/PHONE CALLS

- If you are calling about an emergency situation, please inform the operator immediately so that your call will be handled appropriately.
- If you have a life threatening emergency, please call 911.
- Other phone calls will be returned during the course of the day as the schedule allows. Please remember that the physicians and nurses are seeing scheduled patients throughout the day, and it may take some time before a return call can be made. **The office functions with a timely and efficient message system, so it is not necessary to make repeat phone calls during the course of a day.** Calls made after 3:00pm may not be returned until the following day. Please be advised that your provider may bill for medical management over the telephone. (Simple Phone Consultation-\$15.00, Intermediate Phone Consultation-\$25.00, Complex/Lengthy Phone Consultation-\$35.00).

APPOINTMENTS

- If you have several questions or problems that need to be discussed, this is best handled by scheduling an office visit.
- Equal access is provided to all of our patients regardless of source of payment.
- Upon scheduling the initial appointment, each patient will select a primary care provider within Raleigh Medical Group who will provide their care. Biographical information on each physician is provided to patients on our website as needed to assist in the process of selecting a primary care provider. Front office care team members are also available to answer any questions. Once established, transferring to another provider for routine care is considered on a case by case basis. If a same day appointment is needed at a time that your primary care provider is not available, you will be scheduled to see another provider within the practice. If you have urgent needs after hours, please call (919)782-1806. Our answering service will contact the physician on call for Raleigh Medical Group, Cary Medical Group and Raleigh Adult Medicine to assist you. If your call has not been returned within 30 minutes, please call again.

- To schedule an appointment, please call (919)782-1806 and press 0 when prompted. Established patients may also request an appointment via our website at www.raleighmedicalgroup.com or by accessing our secure web based patient portal and selecting the Appointment Request tab.
- Our office requires 24 hours advanced notice of the need to cancel or reschedule an appointment. This will allow us to offer that appointment time to another patient. Please be advised that you may be charged a missed appointment fee, \$33 per 15 minute increments, if your appointment is not canceled or rescheduled more than 24 hours in advance. Repeat failure to keep your scheduled appointments may force us to have your medical care transferred elsewhere.
- To cancel or reschedule an appointment, please call (919)782-1806 and press 0 when prompted.
- Our office provides an automated appointment reminder call two business days prior to a scheduled appointment as a courtesy to our patients.
- A demographic information will be reviewed at each visit. Please have your insurance information and photo identification readily available at the time of check in, to allow us to process your demographic information update in a timely manner.

SERVICES

- Raleigh Medical Group provides a wide range of services including preventive health exams, diagnostics, management of chronic diseases, coordination of care with relevant specialists and the evaluation and treatment of adult illness and injuries. Onsite nutritional services are available. Treatment for non-emergent behavioral health issues is provided as deemed appropriate. We maintain a co-management agreement with Carolina Partners in Mental Healthcare to ensure safe, effective and timely patient care as needed and applicable. Onsite ultrasound, point of care lab testing, bone densitometry, echocardiography and stress echo testing is available.

PRESCRIPTIONS

- Please request prescription refills directly from your pharmacy. The pharmacist will use our prescription refill line or submit an electronic request to address your medication needs. This ensures that the nurse/physician will have the complete information needed to process your request. Please plan on a **48 hour** turn around time for routine refills. Contact your pharmacy to verify that your medication is ready for pick-up.
- When you call your pharmacy for a refill, please make sure to call for all medications that need to be refilled within the next thirty days.
- **Our pharmacy line is for pharmacies only.** In the event that you leave a message on our pharmacy line, your request will not be processed.
- Please ask for refills of prescription medications that you keep on hand, such as allergy medications, when you come in to the office for a routine visit.
- We will be happy to assist you with completion of paperwork for prescriptions that need to be processed through a mail order pharmacy. However, it is the patient's responsibility to forward the paperwork or prescriptions to the mail order pharmacy.
- Prescription refills may also be requested via our secure web based patient portal.

TEST RESULTS

- Routine lab results(those drawn to monitor an ongoing problem such as diabetes, elevated cholesterol or thyroid disease) **will be mailed or sent to you electronically** via our secure web based patient portal. Along with the results, you will receive instructions about continued treatment and the next scheduled follow-up. **Please allow 7-10 days for the results to arrive.** We will call with any abnormal labs that require an immediate change in treatment. Patients on blood thinners such as Coumadin or Warfarin will continue to be called or notified via our secure web based patient portal with protime results.
- Notice of other normal findings such as pap smears, mammograms and hemocults will also be **mailed or sent electronically** via our secure web based patient portal.

REFERRALS

- Managed care referrals require a visit with your primary care physician first. Requests for follow-up visits to the specialist may sometimes be handled with a phone call. Please allow **at least two business days** for non-emergent referrals to be processed.
- Retroactive referrals will not be issued.
- If you have an HMO plan and a specialist refers you to another physician or facility(such as physical therapy), you must contact our office for that referral.
- Call our office at (919)782-1806, press 8 and follow the prompts to leave the following information on our referral authorization voice mail: your name with correct spelling, your date of birth, daytime telephone number in case there are questions, your type of insurance, the specialist's name and the appointment date and time.
- Please remember that your referral cannot be processed until you contact our office with the above information. Failure to follow these instructions may result in your insurance company denying coverage for the specialist visit.

MEDICAL RECORDS REQUESTS

- Raleigh Medical Group contracts with Data File Technologies to copy and provide all medical records requested from our office. We reserve the right to charge the medical record state fee structure set forth in the state's statute. Copy charges plus postage will be invoiced to you from Data File Technologies, LLC with all of the necessary instructions to receive your records. In the case of continuity of care or personal copy to the patient, we may transfer a minimal portion of your records as a courtesy. You must have a signed release on file in order for your records request to be processed. If you need records to be sent from another facility to this office, please send a signed medical release to that office in order for the records to be released to Raleigh Medical Group. You may obtain a copy of a medical records release form for requesting records be sent to our practice on our website: www.raleighmedicalgroup.com, click on the Patients tab, Forms, Authorization for Release of Medical Information to Raleigh Medical Group. For assistance, please contact our Medical Records department by calling (919)782-1806 and asking for the Medical Records department. The operator will transfer your call to the Medical Records Technician that is a member of your primary care provider's care team.

BILLING

- If you have any questions regarding your account balance, please call (919) 341-3552 and follow the prompts for assistance. You may also submit billing questions via our secure web based patient portal by logging into the portal and selecting the “Ask A Biller” tab. To better serve you, please have your physician’s name and the account number from your statement available.
- We participate with the following Medicare Advantage plans: BCBS of North Carolina and United Health Care PPO. All other Medicare Advantage plans will be processed out of network and you will be billed accordingly.
- If the patient receives both preventative and routine services and problem-oriented services on the same day, the patient agrees to accept financial responsibility for either of these services that may not be covered by their insurance.
- Medicare may not cover preventative services. The patient may be responsible for any non-covered charges.

REFUNDS

- Refunds are issued within thirty days of the receipt of payment at Raleigh Medical Group. If you are aware of an account credit, please allow thirty days before contacting your account representative.
- To contact your account representative, please call (919) 341-3552 and follow the prompts.

FORMS

- If you have disability, DMV, FMLA or work/physical forms that need completion, you need to schedule an appointment to ensure that these forms are completed accurately and completely.
- **Please be advised, there may be a charge for form completion.** (Simple-\$25.00, Moderate-\$50.00, Complex- minimum of \$75.00).

MORE INFORMATION

- Our website, www.raleighmedicalgroup.com provides more information including our practice mission statement and links to reliable sources of medical information.
- We do not currently offer email communication. However we do offer web messaging via our secure web based patient portal. If you choose to fax information to us, please be aware that the response time may be delayed, depending on the availability of your physician.

INSTRUCTIONS FOR SCHEDULING/COMPLETION OF LAB WORK

- You will be scheduled to have your labs drawn on a specific date/time. It is important that you come on that scheduled date so that the lab requisition will be completed appropriately in anticipation of your arrival.
- In the event that you need to cancel or reschedule your lab appointment, please call (919) 782-1806 and press 0 when prompted.
- You will be directed to the laboratory area and a technician from LabCorp will draw your blood or collect the appropriate specimens.
- For fasting lab tests, please do not eat or drink anything other than water, black coffee or unsweet tea twelve hours prior to your appointment time. **If you are diabetic, please check with your physician before fasting. We encourage you to drink plenty of water.** You may take your medications prior to your lab visit, unless a medication level is being measured (Digoxin or seizure medication, for example). Your nurse will give you specific instructions if medication levels are to be drawn.
- **Please do not arrive on a date other than your scheduled day for your lab work.**
- Thank you for working with us so that these procedures can be completed smoothly and efficiently.