

Patient Information Sheet

Wake Internal Medicine Consultants, Inc.

Wake Internal Medicine & Pediatrics

Wake Gastroenterology

Wake Women's Health

WELCOME TO OUR PRACTICE!

We value your time and want your first experience with us to be the beginning of an ongoing relationship that will be beneficial to your health. The following information will help your interactions with our practice to be efficient and successful.

Our locations:

3237 Blue Ridge Road
Raleigh, NC 27612

10880 Durant Road, Suite 100
Raleigh, NC 27614

Phone: 919.781.7500
Main Fax: 919.881.9586

Hours:

8:00 AM - 5:00 PM Monday–Friday (except for holidays)

Each provider's office hours may vary slightly from these times.

Please arrive 30 minutes prior to your first appointment to complete the necessary paperwork. Remember to bring your insurance cards to every visit. All patients are required to present a photo ID upon request (due to federal regulations).

Payment is expected at time of service.

Appointments:

Patients are seen by appointment ONLY. Walk-in patients may be seen if an appointment is available.

If you have an URGENT problem, call the appointment line. We will do our best to schedule you with your physician, but if your physician is unavailable, one of the other physicians may be able to see you.

Pediatric patients are seen only at our North Raleigh location on Durant Road.

We will do our best to see you within twenty minutes of your scheduled appointment. Please let the front desk know if you are waiting longer. If you must be late for an appointment, please phone us, as your appointment may need to be rescheduled. If you cannot make an appointment, please contact the office at least 24 hours in advance of your appointment time or you will be charged a \$35 no-show/late cancellation fee. (\$50 for specialist)

In-office Services:

We offer a full range of in-house ancillary services which we think you will find convenient.

- Certified lab services
- Cardiology- EKGs, holter monitoring, echocardiography, 24 hr. blood pressure monitoring, and nuclear cardiology
- Gastroenterology-upper endoscopy and colonoscopy
- Radiology- plain x-rays, CT scans, bone density testing, ultrasound including vascular studies
- Gynecology
- Infusion Therapy

Hospitalization:

Hospitalists (physicians employed by the hospital) provide in-patient care for our patients. Our gastroenterology specialists do hospital consultations for our patients.

Phone Calls:

Voice mail messages are returned as promptly as possible. Please try to leave messages early in the day whenever possible. When calling, leave your full name including the spelling of your last name, your date of birth, and the phone number where you can be reached.

Referrals:

We are happy to make referrals when there is a problem outside our area of expertise. Please be aware that some insurance companies and specialists require an evaluation by your primary care physician prior to referral to specialists.

Test Results:

The nature and complexity of the results will determine how they will be reported to you. Possibilities include: office visit, mail, e-mail, or telephone call.

Medicine Refills:

Refills may require up to 2-3 business days to be processed so please plan ahead! Request refills well before you run out of your medication. It is the responsibility of each patient to ask for refills and update their medication list at each office visit. Refills on maintenance medications can be obtained by calling your pharmacy; the pharmacy will then contact us. We are now submitting most prescriptions electronically to pharmacies; this includes some mail order companies. Controlled substances (pain meds, anxiety meds, etc.) will be refilled during regular office hours only. Prior authorization for medications requires us to review your chart and to submit information to your insurance company for approval and may take several days to get a response.

For EMERGENT life threatening medical problems, you should call 911.

Weekends/After Hours:

Any urgent calls will be directed to our physician on call via our after-hours answering service. Refills, non-urgent, or routine medical problems should be addressed during regular business hours only.

Billing/Payment:

- Payment including insurance co-pays and co-insurance are due at the time of service.
- For **Medicare Patients**: payment in full is due at the time of service. We will file the claim with Medicare and once your deductible has been met, you will be sent a check directly from Medicare to reimburse you for a portion of the cost of the visit. Occasionally, we must use an outside lab or x-ray facility to provide testing that is not available here. In those instances, you or your insurance company will be billed by the outside lab or facility.

We do not participate with any Medicare Advantage plans.

We are contracted with the following insurance plans:

Aetna
Blue Cross Blue Shield
Cigna
Medcost
United Healthcare
Coventry of the Carolinas (formerly Wellpath)

As a courtesy we will file claims for non-contracted insurance plans. Payment is due at the time of service and the patient may receive reimbursement from their insurance company.

You can also find more information about us at:

www.wakeinternalmedicine.com

www.wakepediatrics.com

www.wakegastro.com

www.wakewomenshealth.com

Please feel free to ask one of our staff members any questions that you may have.



Our practice has been recognized by NCQA as a **Patient Centered Medical Home (PCMH)** Practice. Within a PCMH, each patient has an ongoing relationship with a personal physician who directs a team of healthcare professionals that is responsible for providing all of the patient's health care needs within the practice or by arranging care with other qualified professionals.