

FAMILY CENTERED HEALTHCARE PRACTICE INFORMATION AND POLICIES

Thank you for choosing Family Centered Healthcare as your medical home

Clinic Hours

Monday- Friday, 8:00 am - 5:00pm, and closed between 12:00 noon and 1:00 pm daily for lunch.

Location and Mailing Address

Physical location: 400 Millstone Drive, Suite 100, Hillsborough, NC.

Mailing address: P.O. Box 1119, Hillsborough, NC 27278.

In-Network Provider Status

We accept most major insurance plans. However, it is your responsibility to confirm with your carrier that your plan is "in-network" before your appointment and that you understand your health insurance benefits.

Billing Questions

If you have any questions regarding your account or a statement you received, contact the front office at 919-245-3247.

Severe Weather

In case of severe weather, please call the office to confirm if we are open. If our office is open during inclement weather and you cannot keep your appointment, please call immediately to cancel and reschedule.

Communications

At check-in, you will be asked to provide your e-mail address. We use an electronic communicator to remind you of an upcoming appointment and to share news and information with you. We also use the patient portal to communicate all health information and payment account details.

Phone/Portal Messages. Messages for the medical assistants or providers are checked all throughout the day. You should expect a same day call or portal message unless your call is after 4:30 pm. If your call is of an urgent nature please talk to the front office staff so they can let the medical assistants know.

Emergency/On-call. If you need to talk to a provider after hours there is always a provider on call for the practice. Please call the office and follow the afterhours prompt.

*****Prescription refills, Narcotic pain medications, and antibiotics will NOT be called in by the on-call provider*****

If you have a life-threatening emergency, please call 9-1-1 or go to the nearest emergency room. For urgent needs during clinic hours, please call 919-245-3247 to schedule a same day appointment with a provider. **Important:** This paging system is not for prescription refills or for matters unrelated to a recent appointment. Instead, call the office to schedule an appointment.

Lab Results

Quest Diagnostics is the on-site laboratory. If your provider orders lab tests, then you will receive a separate bill from Quest. If you do not have health insurance or your lab tests are not covered by your insurance carrier, then payment will be due at the time of service. You may request an estimate of costs at any time. Lab results will be available to you through the patient portal or by mail within 10 business days after the test(s), unless otherwise specified. If you have not received a copy of your labs within two weeks, please contact the office.

Prescriptions/Refills

Bring all your medications to every appointment for review with your provider. Any needed refill, mail-order, or prior-authorization should be addressed during your appointment. *For refills between appointments, you must call your pharmacy* and the pharmacist will fax us a refill request. **Please allow 24-48 hours for the refill process and 48 hours for controlled medication refills. To avoid running out of medication, please do not wait until you are out of medicine to call in prescription refills. Prescriptions for lost or stolen controlled substance will not be refilled early!! Only you can pick up and sign for your controlled medications.**

Appointments Call 919-245-3247 during regular clinic hours to schedule an appointment. You may be reached by a Live Operator to assist you in rescheduling your appointment after hours or during lunch.

Please schedule appointments as far in advance as possible particularly if there is a specific provider you would like to see. Same day visits may be with the first available provider. Persons with appointments will be seen **BEFORE** walk-in patients. We try to accommodate all of our patients for same day sick visits. In addition the first available provider usually will see walk in patients to try and shorten wait time.

At every appointment, you will be asked to show your insurance card and a photo ID, verify contact information, and pay any required co-pay, co-insurance, deductible, and any outstanding balance or fees. This is necessary to ensure that your information stays current.

Please arrive **15 minutes before** your scheduled appointment. This allows our front office staff to update your information and prepare your chart in time for the office visit. If you are more than **10 minutes late** for your appointment we will use our discretion to reschedule your appointment if needed. If you **are 15 minutes late** your appointment will be rescheduled. A **\$35.00** fee may also apply.

If at all possible please cancel appointments 24 hours in advance. This allows us to open up an appointment for someone who may need to be seen. Appointments that are not cancelled in advance will be charged a **\$35.00** no show fee. Three no-show visits in a 12 month period may result in a patient being discharged from the practice.

If you have a Medicaid card and do not bring it to your visit, then you will be asked to wait until your coverage can be confirmed.

Forms/Letters

Due to the increasing amount of paperwork and letters our providers are being asked to complete, there will now be a **\$20.00** fee for any form over 1 page, ANY disability/FMLA paperwork, and any letter a provider needs to write for you if done outside of an office visit. Providers will have 5 working days to complete forms/letters and patients must pay the fee to pick up the completed form.

Payment

Any co-payment, coinsurance or deductible will need to be paid in full and before being seen. If you do not have proof of insurance or are without insurance, then full payment at the self-pay rate will be required. We accept all major credit cards, cash, and checks. Payment by check should be made payable to Family Centered Healthcare. A minimum \$35.00 returned check fee will be applied to any check returned due to insufficient funds.

Outstanding balance. An account is considered delinquent if the balance is 90 days old. We encourage you to contact the clinic in advance of your appointment to discuss your balance. A payment plan may be an option for you with agreement to a credit card on file. All delinquent accounts will be sent to a Collection's agency and no future appointment shall be scheduled until the account is back in good financial standing with the balance paid in full or a credit card on file payment plan. These are the ONLY two options for an outstanding balances.

Medical Records Request

Family Centered Healthcare respects your privacy and we consider your health record confidential. Because of this we will never release your record to anyone without your written consent and provider's signature. If you would like a copy of your medical records, you will need to complete a medical records request form and pay the processing fee based on the number of pages. The minimum fee is \$10.00. Please allow 1-2 weeks for processing your request and assessing the processing fee. If requested medical records are not picked up within 30 days of the request, no refund will be issued and another fee will be assessed if the records are still needed. If your medical records are needed by a specialist, only your medical records required for your specialty care will be released and done so without a fee.

*Thank you for choosing Family Centered Healthcare.
We look forward to caring for you and your family.*