

ROXBORO FAMILY MEDICINE AND IMMEDIATE CARE

Appointments/Billing

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.

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 **\$50.00** 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 **\$50.00** no show fee. Three no-show visits in a 12 month period may result in a patient being discharged from the practice.

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.

You will be asked to verify your phone number, address and insurance information at every visit. The front office staff needs to make sure your information is up to date.

If you have a Medicaid card and do not bring it to your visit you **will not** be seen.

Please bring your medications **in their bottles to each and every visit.** This reduces the chance of medication errors.

Co-pays are due at the time of service. Any unpaid balances are also expected at the time of service.

Self pay patients are responsible to pay all balance due at the time of service in order to receive the discount for patients without insurance.

If you have billing questions please call Med First Billing Department at (910) 455-0052.

Prescription Refills

Prescription refill requests should be addressed at your office visits or by contacting your pharmacy and they will fax us a refill request. This allows us to confirm your medications with the pharmacy, which reduces the chance of medication errors. Prescription refills will be addressed within 24 hours. 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!!

No one other than your self can pick up controlled medications.

Phone Messages

Messages for the nurses are checked all throughout the day. You should expect a same day call back unless your call is after 5:00pm. If your call is of an urgent nature please talk to the front office staff so they can let the nurses 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 choose option 8 for the provider on call.

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

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.