



Dear Patient,

We are delighted that you have selected us to be your health care provider. To ensure that we provide you with exceptional service with your healthcare and billing needs, please take a few moments to read and sign the following information.

Registration

Cone Health Primary Care works on appointment/same day work in basis. Please call ahead for same day work in availability time. Office hours are 8:00 am - 5:00 pm Monday through Friday. The office is closed for business between the hours of noon - 1:00 pm and closed on the weekends. Please make note that there is a fee of \$50.00 if you do not show for your scheduled appointment and for canceled appointments if not notified 24 hours prior to your original appointment. **If you have 3 no shows you will be discharged from our practice.**

New patients should arrive 20 minutes prior to actual appointment time to fill out paperwork. If you are more than 10 minutes late for your appointment, we may ask that you reschedule your appointment. If you wait more than 10 minutes in the waiting room, please ask the receptionist if there is a delay in the physician's schedule.

Billing/Insurance

Please be advised that the billing and insurance filing of the services provided in our office is managed by the Billing and Profee Department. If you have any questions with regards to your account/balance please call 844-566-1324 (Toll Free).

Your insurance will be filed for all Office visits including Nurse Visits and a co pay will be collected at the time of service. All in house labs are referred to our Cone Health Laboratory located on the ground floor of our MedCenter building.

As a courtesy, we will file a claim to your insurance company, and it is your responsibility to provide proof of insurance coverage. If you cannot provide proof of insurance, you will be responsible for payment of the bill at the time of your visit.

Please make note that it is the patient's responsibility to notify our office if your visit is related to a Worker's Compensation Case and if you have notified your present employer of the injury. We will file with your insurance until you advise us that your employer will cover your visit as a Worker's Compensation incident.

Visit with your Doctor

Please bring all medications, vitamins, mineral pills, etc., you take to each visit. If you need your medicine refilled, please call your pharmacy/drug store first. Please allow 24 hours for all refill requests called in to our office.

If you need to reschedule a referral visit please call the Specialist Office directly that will be provided to you by the referral coordinator. To obtain your results from a referred Specialist Office please call their office directly for results. We will contact you with all STAT labs and abnormal results.

Emergency Contact/After Hours

Please call 911 or go to the nearest Emergency Room if you have a life-threatening emergency. Otherwise, dial 336-890-3140 to reach the on call physician. Please make note that no prescriptions will be filled after regular business hours.

Customer Service

Your feedback is important to us as our team strives to be the leading choice as your Primary Care Provider. Please let us know if you are having any issues with your care or we're not meeting your needs.

Thank you for your patronage,

Cone Health Primary Care Drawbridge Team

Patient Signature

Date

Guardian/Power of Attorney Signature

Date