



Welcome to Carolina BioOncology Institute, the office of Dr. John Powderly. We are glad you have chosen us for your care. Please review this information carefully as it will inform you of our office policies and should answer many questions that you may have about our practice.

NEW PATIENT FORMS

Please complete the enclosed forms and either mail them back (to arrive before your appointment day) or fax them to 704-947-6597. If time will not allow them to be mailed, or you do not have access to a fax machine, please **arrive at least 20 minutes prior to your appointment.** This will allow our staff the time necessary to enter the information on your forms into our electronic medical record. **It is very important that we have these forms completed and received prior to your appointment.** If your forms are received prior to your appointment, we ask that you arrive only 10 minutes early.

APPOINTMENTS

We strive to remain on schedule but please understand that emergencies do arise from time to time. Out of consideration to our patients who have scheduled appointments, we do not see “walk-ins” but will accommodate and schedule same day appointments for urgent care, as needed. Please call ahead to schedule an appointment so that we can give you the proper attention that you deserve. If you are unable to keep one of your appointments, we kindly ask for 24 hours notice. This will give us the opportunity to offer your appointment to someone who needs to be seen. There is a \$40.00 fee for patients who do not show up for their appointment or do not give 24 hours notice of cancellation. This fee cannot be billed to your insurance. It is unfortunate but necessary that we must implement the following policy: If you are more than 15 minutes late for your scheduled appointment, your appointment may have to be rescheduled. This is in consideration for our other patients who have appointments. We need to give each patient the attention and care that they deserve and this cannot be done if we have to re-arrange our schedule to work in late arrivals.

OFFICE HOURS

Our office hours are Monday through Thursday 8:00am to 4:30pm and Fridays 8:00am to 2:00pm, excluding holidays. Our phones are forwarded to voicemail from 12:00-12:30pm daily to allow our staff the opportunity for lunch. Any message you leave will be returned promptly. A physician is always on call for emergencies and this number will be given to you on our voicemail message when you call our office outside of regular business hours.

LOCATION

Our office is located at 9801 Kincey Ave. in Huntersville and located in Suite #145 of the Bostick building of “The Park”. We are at exit 23 off of Interstate 77 across from Presbyterian Hospital Huntersville.

COURTESY REQUEST

We respectfully request that you turn your cell phone off or place it in a silent/vibrate mode while in our office. This will avoid disruptions and distractions to our staff and is a courtesy to our other patients.

INTERNET

For those patients who would like to bring their laptop to use during their treatments, we have wireless internet access available.



EMR

Our office utilizes an electronic medical record (EMR) system. Because of this, we do not have paper charts. Your medical record is computerized: and therefore, you will see staff members utilizing computers frequently during your care as they refer to your medical record files. We will need to verify your identity with your driver's license and take a photograph of you for your medical record file at your first visit. These measures serve to help decrease insurance fraud and ensure that the correct patient receives the correct treatments and services as they move through our clinic

PAYMENT & INSURANCE

1 - You will need to verify with your insurance to see if a referral is required to come to our office. If one is required, we ask that you obtain it from your primary care physician and have it faxed to us ahead of your appointment day. Due to stringent insurance guidelines, we cannot see you without a referral if one is required and will have to reschedule your appointment if one is not obtained.

2 - Please bring all of your insurance cards. We will make copies to keep on file. If you are unable to provide your insurance cards for verification, we will require payment at the time the service is rendered. Payment for co-pays, deductibles, co-insurance, outstanding balances and non-covered services/items is also expected at the time of service. Methods of payment accepted are cash, check, Mastercard, Visa, or American Express. We do not accept Medicaid at this time. We will file your primary and secondary insurances only. Any other insurance plans that you have will need to be filed by you.

3 - It is also your responsibility to verify with your insurance if we are an in-network provider. We can see out of network patients but be aware that the out of pocket costs are typically higher to the patient. Please remember that payment for medical services is your obligation and the agreement with your insurance company to pay medical costs is a contract between you and them. We will strive to resolve any issues that are causing your claims to be denied or reimbursed inaccurately but ask that you call your insurance company as well to help remedy the issue. Many times, a simple call from the patient to their insurance will rectify the issue. It is also the patient's responsibility to be aware of what their insurance benefits are. While we attempt to verify coverage and benefits prior to your appointment this does not reflect a guarantee to pay.

PRESCRIPTION REFILLS

Once you're an established patient and need a refill of a medication that we have prescribed to you then you can call our main number and select the prompt for "*prescription refills.*" Be sure to leave us the name of the medication, dosage, name and number of your pharmacy.

List of items to bring to your appointment:

- insurance cards & driver's license
- insurance referral, if required by insurance
- copay, deductible, or coinsurance as required by your insurance
- current medications (including pain medications as well as "natural" or "herbal" medications)
- list of questions you have for the physician to help maximize your time
- names, addresses, fax numbers of doctors you want records sent to
- new patient paperwork, if not returned prior to your appointment

If, at any time, you have any questions, please do not hesitate to ask. We look forward to meeting you!