



2459 Emerald Place, Ste. 102, Greenville, NC 27834 | P: 252.757.3939 | F: 252.757.3973 | [www.carolina-clinic.com](http://www.carolina-clinic.com)

Welcome and thank you for choosing Carolina Clinic for Health and Wellness (CCHW) as your comprehensive healthcare provider. We look forward to establishing a relationship that will meet your healthcare needs. To ensure timely care, we have outlined our policies for your review.

We have two locations to better serve you. Our Greenville office is located at 2459 Emerald Place, Suite 102; Greenville, NC 27834. Our Williamston office is located at 802 Park Street; Williamston, NC 27892. Most testing/procedures will be performed in our Greenville office. Some testing must be done at a hospital or outpatient testing center.

We ask that you bring your most recent insurance cards and all of your prescription medications, including over the counter medications to each appointment. If you fail to bring your medications or a complete list of your medications, your visit may be rescheduled. If you are more than 15 minutes late for your appointment, your appointment may be rescheduled. If there is any change in your insurance please let us know as some this could affect your out-of-pocket cost.

If you are unable to keep your appointment for your office visit or testing, please call our office at least 24 hours in advance to reschedule. If you fail to contact us 24 hours prior to your visit, a \$50 cancellation fee (fees vary based on the services scheduled) may be added to your account. A list of fees can be obtained upon request. These fees are not covered by insurance.

We will be happy to provide prescription refills for the medications prescribed by CCHW providers during your office visit. If you need refills before your next visit, please allow 24 to 48 hours for the nurse to call the prescription in to the pharmacy. We do not do refills on weekends or after hours.

If we refer you to another physician we will send your medical records at not charge. If you request a copy of your records, there is a minimum fee of \$25 (fee depends upon the number of pages we have to copy) and you must sign a release form and pay the fee prior to getting your medical records.

We accept Medicare and most commercial insurances. Your insurance may pay all, some or none of your bill. Any remaining balance, deductible and co-payments are your responsibility. You are expected to pay your co-payment and outstanding balance at the time of your visit. If you are unable to pay your co-payment your appointment may be rescheduled.

Your health is our number one priority.

**Carolina Clinic for Health and Wellness**