



Carolina BioOncology Institute

CANCER RESEARCH CLINIC

Welcome to Carolina BioOncology Institute, the office of Dr. John Powderly. We are pleased that you have chosen us for your care. Please review the following information carefully, as it outlines our office policies and answers many common questions about our practice.

New Patient Forms

The enclosed forms are required to establish care with our clinic. Please complete and submit them prior to your appointment. We also ask that you arrive **15 minutes early** so we may enter your information into our electronic medical record (EMR).

Please bring the following to your appointment:

- Insurance cards and driver's license
 - Consult and office fees, as discussed
 - A list of current medications (including prescription, over-the-counter, herbal, and natural supplements)
 - A written list of questions to help make the most of your visit
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Appointments

For your first visit, we require that you bring your primary caregiver, as your appointment will include detailed discussion about clinical trial options. For future visits we encourage you to bring a caregiver.

We strive to remain on schedule; however, emergencies do occur. If you are unable to keep your appointment, we kindly request **at least 24 hours' notice**.

A consultation appointment does not guarantee that you will be put on a clinical trial.

Physician Assistants (PAs) & Nurse Practitioner

Our office employs several Physician Assistants and a Nurse Practitioner. Some follow-up visits may be conducted with one of these providers. They work closely with our physicians and are actively involved in your care. All test results and clinical concerns are reviewed in collaboration with the providers.

Insurance & Payment Policy

- Our clinic is **out of network with all insurance carriers**.
- Please bring all insurance cards to each visit. Because we coordinate with outside labs and Novant facilities, accurate insurance information is required.
- Carolina BioOncology does not file insurance claims; however, we will provide documentation so you may submit your own claims.
- Due to our **Medicare and Medicaid opt-out status**, claims cannot be filed to these programs.
- If your insurance requires a referral to see a specialist, it is your responsibility to obtain this from your primary care provider.
- We will attempt to verify out-of-network benefits prior to your appointment.

Payment is due at the time of service.

We accept cash, checks, money orders, MasterCard, Visa, Discover and American Express

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Office Hours & Location

Hours:

- Monday–Thursday: 7:30 a.m. – 4:30 p.m.
- Friday: 8:00 a.m. – 12:00 p.m.
(Closed on holidays)

A provider is always on call for emergencies. After hours, please call our main number to be connected with the On-Call provider.

Location:

9801 Kincey Ave., Suite 145
Huntersville, NC

Located in the Bostick Building at “The Park” (formerly Huntersville Business Park), Exit 23 off I-77, across from Novant Health Huntersville.

Cell Phones & Internet

Please silence or turn off cell phones while in the office to minimize disruptions and respect other patients. Complimentary wireless internet access is available for your convenience.

Electronic Medical Records (EMR)

We use a fully electronic medical record system. Staff members will use computers during your visit to access your chart. For patient safety and fraud prevention, we will verify your identity with a driver’s license and take a photograph for your medical record at your first visit.

Scan & Test Results

Due to the sensitive nature of oncology care, scan and test results are not discussed over the phone. Follow-up appointments are scheduled to ensure you receive focused, personalized care and adequate time for discussion.

Prescription Refills

Medications prescribed by our providers may be refilled between appointments by calling our main number and selecting the “**Prescription Refills**” option. Please leave:

- Your full name
- Medication name and dosage
- Pharmacy name and phone number

Trial Wait List Information

During your initial consultation, your provider may discuss potential clinical trial options with you. If the provider determines that you may be a good fit for one or more clinical trials at CBI, you will be placed on the appropriate active waitlist. Please note that waitlist lengths may vary. When a trial slot becomes available, a study coordinator will contact you to schedule a clinic visit to further evaluate your eligibility.

We understand that waiting can be difficult, and this process may take several weeks. During this time, it is important that you continue routine follow-up care with your local oncologist.

If you have any questions or would like to check on the status of slot availability, you are always welcome to contact our office at **704-947-6599**. You may also use this number to provide updates regarding your care.