



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 & should answer many questions that you may have about our practice.

### **NEW PATIENT FORMS**

The enclosed forms are necessary to begin your relationship with our clinic. Once you have completed these forms, they can be faxed (704.947.6597) or mailed to us prior to your appointment or, if you prefer, bring them with you to your appointment. Please arrive 30 minutes prior to your scheduled appointment. This ensures we have time to enter your information into our electronic medical record (EMR).

#### ***List of items to bring to your appointment:***

- **CD OF MOST RECENT CT SCAN IF NOT PERFORMED IN THE NOVANT SYSTEM** (you can get this from the rendering facility)
- insurance cards & driver's license
- Consult and office fees as discussed.
- 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
- completed new patient paperwork, if not returned prior to your appointment. Includes Patient Information Form, Health History Form, Financial Policy, Release of Information, Notice of Privacy Practices, and Authorization for Donating Discarded Tissue.

### **APPOINTMENTS**

We require you to bring your primary caretaker with you to your first appointment as the discussion with the Provider will include extensive clinical trial information. We strive to remain on schedule but please understand that emergencies do arise. If you are unable to keep your appointments, we kindly ask for 24 hours notice. This allows us the opportunity to offer an appointment to someone else who needs to be seen. There is a \$40.00 fee for no shows and cancellations with less than 24 hours notice. We apologize, but this fee cannot be billed to your insurance. If you are more than 15 minutes late for your appointment, your appointment may have to be rescheduled. This is in consideration for our other scheduled patients. We need to give each patient the attention they deserve and cannot do this if we have to rearrange our schedule for late arrivals.

### **PHYSICIAN ASSISTANT (PA)**

Our office employs a PA. There are times when follow up visits will be with our PA. The PA communicates continuously with Dr. Powderly regarding your care. All test results and issues are reviewed by him and he remains actively involved in your care. Dr. Powderly and our PA are a team devoted to providing you the best possible care.

## **INSURANCE AND PAYMENT**

- Our clinic is off network will all insurance carriers.
- Please bring all insurance cards. Because we utilize outside labs and work closely with Novant, we must have your insurance information on file.
- Although Carolina BioOncology does not file insurance, we will provide you with all necessary paperwork to file your own claim. However, claims cannot be filed to Medicare or Medicaid due to our Opt-Out status.
- If you want to file your own claim and your insurance requires a referral to see a specialist, it is your responsibility to obtain one from your primary care physician. Our billing office is always available to assist you if needed.
- We will attempt to verify your out of network coverage and benefits prior to your appointment.
- Payment for your office visit is expected at the time of service. We accept cash, check, money order, MasterCard, Visa, or American Express.

## **OFFICE HOURS & LOCATION**

Office hours are Monday - Thursday 8am to 5pm and Fridays 8am-12pm, excluding holidays. A provider is always on call for emergencies and this number is on our voicemail message when you call outside of business hours. Our address is 9801 Kinsey Ave., Suite 145, Huntersville, NC which is located in the Bostick building of "The Park" (formerly Huntersville Business Park). This is located at exit 23 off of Interstate 77 across from Novant Health Huntersville (formerly Presbyterian Hospital).

## **CELL PHONES & INTERNET**

Please turn your cell phone off or place it in silent/vibrate mode while in our office. This avoids disruptions and distractions to our staff and is a courtesy to our other patients. For your convenience, wireless internet access is available as a courtesy.

## **ELECTRONIC MEDICAL RECORD (EMR)**

Our office utilizes an EMR system which eliminates paper charts. Your medical record is computerized; therefore, staff members will utilize computers during your care to refer to your chart. Due to the increase in identity theft, we will need to verify your identity with your driver's license and take a photograph of you for your medical record at your first visit. These measures also serve to decrease insurance fraud and ensure that services are rendered to the proper patient as you move through our clinic.

## **SCAN & TEST RESULTS**

Due to the sensitive nature of our specialty, our office does not allow scan/test results to be reviewed by phone. Follow up appointments are made to ensure that each patient receives the focused attention of the provider and allows sufficient time for discussion and questions which may arise.

## **PRESCRIPTION REFILLS**

Medication that we have prescribed to you can be refilled between appointments by calling our main number & selecting the prompt for "*prescription refills.*" Be sure to leave us your name, the name of the medication, dosage, name and number of your pharmacy.

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