

Hickory Office

1321 North Center Street
Hickory, NC 28601
Phone: 828-322-3898
Fax: 828-322-5485



www.foothillsinternalmed.com

Hudson Office

286 Pine Mountain Road
Hudson, NC 28638
Phone: 828-728-1998
Fax: 828-728-1996

OFFICE POLICIES

Office Visits: To help us make the most informed decision about your medical care, please bring the following to your appointment:

1. Medicine bottles for all medication you are currently taking.
2. All medical records pertinent to your exam (stress tests, ultrasounds, radiological reports, etc.).

Please arrive 10 minutes before any appointment. If you are a new patient, an EKG will also be performed during this exam. Please do not wear any lotion on your arms, chest, or legs; it will keep the EKG sensors from sticking to your skin and will interfere with a proper EKG reading.

Lab Appointments: For the most accurate results, we recommend that you do not eat anything for 8-10 hours before your lab appointment. However, we do recommend you drink several glasses of water, black coffee, or any other unsweetened/diet drink. Your blood draw will be easier if you are hydrated. It is very important that you make this lab appointment. Analyzing your blood work beforehand allows us to discuss the best treatment options during your exam. If you are unable to make your scheduled lab appointment, please call us as soon as possible so we may help you reschedule. If you miss your lab appointment, and we do not hear from you, your exam will be cancelled.

Financial: Please remember to bring your most current insurance card(s) to your appointment. You will be asked to show them before every appointment. All co-pays, deductibles, and any charges not covered by insurance are due at the time of service. We accept MasterCard, Visa, cash, checks, and CareCredit. There is a \$25 service charge for returned checks.

If you are participating in the weight loss program please be aware that all shots are to be paid for with either cash, credit card or CareCredit. Checks will not be accepted.

Cancellations: Our office gives a reminder call 48 hours in advance of your scheduled appointment. If you need to cancel or reschedule your appointment, please give a 24 hour notice to allow sick patients to be seen. There is a \$50 charge for unkept appointments.

Prescription Refills: When you need a refill of a medication that has been previously prescribed for you, please call your pharmacy and ask them to fax a refill request to our Hickory office at 828-322-5485 or our Hudson office at 828-728-2930. We can then fax them a prescription. For your wellbeing, do not wait until you are down to your last pill because you should allow 24 hours for the prescription order to be processed and filled. New prescriptions typically require an appointment in order to evaluate the appropriateness of the medication for you. However, narcotics will never be prescribed or refilled after office hours or on weekends.

Telephone: Every attempt is made to take care of each patient's needs during the same business day you call. Please make sure to give us a current contact number for yourself as well as the number of your pharmacy in case a prescription needs to be called in for you.

Emergencies: After hours medical needs are to be taken care of at the nearest urgent care or emergency room. We offer medical appointments starting at 8:00 and ending at 6:00 p.m. in Hickory and 5:00 p.m. in Hudson to accommodate our patients' scheduling needs. Our offices always will be glad to fit in a sick patient into our schedule during business hours.

Patient Access to Medical Records: Medical records are confidential documents and will be released only when permitted by law or with proper written authorization by the patient. Physicians are responsible for safeguarding and protecting the medical records and for providing adequate security measures.

Medical records will be copied for transfer to another physician at no cost to the patient the first time they are requested. For any additional requests, there will be a reasonable fee for the preparation and/or photocopying of medical records. Transferred records will either be faxed to the new physician's office or they can be signed for and picked up at our office by the patient or approved family member. We will not mail complete medical records.