

Internal Medicine Clinic UNC Health Care Systems

FREQUENTLY ASKED QUESTIONS

1. Will I be able to see my PRIMARY CARE PHYSICIAN (PCP) when I am sick?

If your PCP has an available appointment you will be scheduled. The physicians in the Internal Medicine Clinic work in teams; if you cannot be seen by your PCP an appointment can be scheduled with another member of that team.

If there is an urgent need, an appointment can be scheduled in the SAME DAY CARE (SDC). Please call 966-1459 to schedule an appointment in the SDC.

2. What if I arrive late for my appointment?

You will have to wait until your physician has an opening in the schedule. Your visit may be shortened to address immediate needs only.

If you are 30 minutes late, and you are the last scheduled patient for the morning clinic or afternoon clinic, you will be asked to reschedule your appointment to the next available time.

3. Should I arrive early for my appointment?

Yes. You should arrive approximately 15 minutes early for your appointment to make sure there is time for registration.

4. What happens if I have to arrive very early for my appointment?

If there are other patients scheduled ahead of you, they will be called before you. We try our best to see patients based on the schedule and only rarely are able to see patients early.

5. How long does an appointment usually last?

An appointment usually lasts 60 minutes.

Patients in the Geriatric Evaluation Clinic are scheduled for 3 to 4 hours.

6. What do I need to bring with me to my appointment?

Patients should bring the following items for each visit:

Insurance card. You must show your insurance card at each visit.

Hospital ID card. You must show your ID card at each visit.

Medication list. Bring a complete list of current medications including herbals and over-the-counter medications. (We prefer you bring the actual bottles with you).

7. What types of insurance are accepted by UNC Health Care Systems (UNCHCS)?

We accept insurance from most carriers. Claims are filed electronically by the UNCHCS and UNC P&A.

If you have questions about your insurance, call our Financial Counselor at 966-7023.

Contact your insurance company to obtain any authorizations or other information you may need for your visit.

8. Do you have parking at your facility? Is there a parking fee?

Parking is available at the Ambulatory Care Center. The fee for parking is 1.25 per hour. **We do not validate parking.**

9. What happens if I cannot make my scheduled appointment? What happens if I miss a scheduled appointment?

As soon as you know you will be unable to keep an appointment, you can help us by calling 966-1459 to cancel that appointment.

You will reach an automated answering system. Press option #1 to transfer to the cancellation line. Leave your name, date of birth and date of your appointment.

If you prefer to speak with a patient care assistant and make arrangements for another appointment time, you can do so by pressing option #3.

10. What if I am unable to pay my bill or co-pay?

All of our patients are responsible for payment for services. This includes your co-payment, payment for services not covered by your insurance and any past due balances.

If you are unable to make payments, please call one of our Financial Counselors at 919-966-7023 or 919-966-7239 for a confidential discussion of the options we can offer you.

11. How do I obtain a prescription refill?

If you need a prescription refill, please call your pharmacy. The pharmacy will fax a prescription refill request to us for approval. Please remember to call your pharmacy at least one week before your supply of medicine runs out to allow ample time for refills.

CONTROLLED SUBSTANCES AND OPIATES WILL NOT BE REFILLED except at the time of a clinic visit.

12. What if I have medical questions after hours?

If you have medical problems after hours, either evenings or weekends, call 919-966-3820. You will speak with an advice nurse who will help you with your problem. For more serious matters the nurse will contact the doctor on call.

General Information

Phone: 919-966-1459
Toll Free: 1-800-862-4938
Fax: 919-843-9355

Office Hours

Monday-Friday 8:00 am – 5:00 pm

Same Day Care Hours

Monday-Friday 8:30 am – 4:30 pm



Internal Medicine Clinic

3rd floor, Ambulatory Care Center
Mason Farm Road & S Columbia Street
CB # 7705
Chapel Hill, NC 27514
www.med.unc.edu/medicine/generalm/

Revised 2/10/09



Internal Medicine Clinic

**FREQUENTLY
ASKED
QUESTIONS**

Welcome to UNC Healthcare!
The UNC Internal Medicine Clinic, part of the UNC School of Medicine, provides primary care to adults, focusing on wellness, illness prevention, and care of chronic conditions.