

# Internal Medicine Clinic

## Who we are and where to find us...

### Location and Parking

The Internal Medicine Clinic is located on the third floor of the Ambulatory Care Center (ACC), on the corner of Mason Farm Road and Columbia Street. Our clinic is divided into 2 sections, the East and West Wings. Our front-desk staff will direct you to the correct wing.

Parking is available at the ACC for \$1.25 per hour, with a \$6 maximum. A free shuttle to and from UNC Hospitals is available all day.

### Provider Teams

Your doctor at the Internal Medicine Clinic may be completing post-graduate training at UNC in order to become board-certified in Internal Medicine. These resident physicians are organized into teams of several doctors including one attending or faculty physician. If your doctor is not available on a particular day, another doctor from the same team will care for you.

## How to become an Internal Medicine patient...

### Appointments

Call 919-966-1459, option 3, or 1-800-862-4938 to make, cancel, or reschedule appointments.

Same day appointments are available. You may not be able to see your regular doctor this day, but you will see another doctor in the practice.

It is very important that you call if you are not able to keep an appointment. We may be able to fill your slot with another patient who needs our services.

Televox<sup>®</sup>, an automated phone system, will call you to remind you of your appointment 2 days in advance. You will be able to cancel or confirm your appointment at this time.

At the end of your visit, please work with our front-desk staff to schedule a return appointment that meets both your healthcare needs and your schedule.

### Same Day Care

Patients who need to be seen on the same day or the next day can call the clinic and schedule a visit with one of our doctors in the Same Day Care. Patients who arrive without an appointment will have to wait until the next available appointment after all scheduled patients have been seen. The Same Day Care is open Monday through Friday from 8:30 AM to 4:30 PM.

## Our services...

### Laboratory Services

A full-service lab is located on the first floor of the ACC. A Point of Care (POC) lab is located in the East Wing of the Internal Medicine Clinic on the third floor of the ACC. The POC lab is available to check certain labs in patients with diabetes and those on warfarin (Coumadin<sup>®</sup>) therapy.

### Enhanced Care Program

Our clinic offers several programs that focus on the needs of patients with chronic illnesses such as diabetes, hypertension, congestive heart failure, chronic pain, and anticoagulation/warfarin monitoring.

We also have expertise in smoking cessation counseling and treatment, and in the treatment of depression.

### Prescription Refills

The best way to obtain a prescription refill is to have your pharmacy fax refill requests to 919-843-9355. Please allow 1-2 business days for refill requests to be completed.

Certain medications may require an appointment to assess the ongoing need for the medication. Please review your need for prescription refills before your visit so your doctor can provide them.

## **Financial Counselor**

We have financial counselors on hand to help patients resolve billing problems, assist with financial arrangements for healthcare services, provide links to resources in the community, and screen patients for eligibility for UNC assistance programs. Our counselor's office is located in the East Wing of the Internal Medicine Clinic.

## **Contacting Your Doctor**

If you need to speak with your doctor or another provider, please call 919-966-1459, option 3, and leave a message with one of our patient care assistants. Many needs are addressed by the nursing staff but, if needed, the nurse will contact your doctor. We are glad to assist you in any way we can.

## **Be ready for your visit:**

- Bring your UNC medical record card
- Bring your insurance card
- Bring your medicines
- Check your medicines to see if you need refills
- Bring your glucose meter if you have one
- Bring your Personal Health Summary
- Make a list of questions you may have for your provider
- Bring your records of recent care received by providers outside of UNC Health Care, including any test results or reports
- Unless instructed by your doctor to do otherwise, take your medicine as usual the morning of your visit

## **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



Our clinic has received **NCQA Diabetes Recognition** in the provision of quality care:



The UNC Internal Medicine Clinic has been awarded Recognition by the National Committee for Quality Assurance DPRP. NCQA, in partnership with the American Diabetes Association, developed the DPRP, to recognize physicians who have met standards demonstrating delivery of high-quality care to patients with diabetes. We are continually working to improve the care we provide to our patients with diabetes – and it shows!

## **Internal Medicine Clinic**

3<sup>rd</sup> floor, Ambulatory Care Center  
Mason Farm Road & S Columbia Street  
CB # 7705  
Chapel Hill, NC 27514  
[www.med.unc.edu/medicine/generalm/](http://www.med.unc.edu/medicine/generalm/)



## **UNC Internal Medicine New Patient Guide**

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.