



### Office Information and Office Policies

Our Shelby office is open Monday thru Friday 8am to 5pm. Our Kings Mountain office is open on Mondays and Thursdays from 1pm to 5pm, pending appointments. Our Rutherfordton office is open Tuesdays and Wednesdays from 8:30am to 5pm and most Fridays from 8:30am to 12 noon, for labs.

Our goal at Nephrology Associates of the Carolinas is to provide excellent and compassionate care to all of our patients. We try very hard to stay on schedule and to keep your wait time to a minimum; however, our Doctors will not compromise their quality of care. Please understand that occasionally some patients may require more time than anticipated due to severity of illness or complications. We appreciate your patience and understanding should you experience a delay with your appointment.

Situations will arise when you cannot keep your appointment and we fully understand that; however, we require at least a 24 hour notice that you cannot keep an appointment, unless it is an emergency. Our staff will make every attempt to accommodate patients with emergencies in the event of a cancellation. Your phone calls are greatly appreciated by the staff and other patients in need of an expedited appointment.

**Payment:** Our office participates with most major insurance companies including Medicare and Medicaid. We currently ARE NOT contracted with Humana. If you have Humana, please contact them to find out how your benefits will apply. It is the patients' responsibility to check with their insurance company to see if Nephrology Associates of the Carolinas participates or not. We require proof of insurance in order to file your coverage for you. If we do not participate with your insurance, we will still gladly file your insurance, but please be aware, that you will be responsible for any balance. All balances, co-pays, co-insurances are expected at the time of your visit. If you have any concerns please let us know, we will be glad to work out a payment arrangement with you.

**Phone Calls and Prescription Request:** Please understand that our Doctors are busy with patients at different locations all day long; therefore they cannot be reached during the day. If you have questions, we will gladly let you speak to our knowledgeable clinical staff, who are in contact with the Doctors and either know the answer you need, or will be able to get you the answer. If the clinical staff are busy with patients, we will have you leave a message and they will call you back within 24 hours.

If you know that you need a refill while you are at your office visit, please let your clinical staff know as they are working you up. If you need a refill between office visits, please either have your pharmacy fax us a request or you may call us. We try our best to get refills called in on the same day as requests are made, however we cannot guarantee this, so please call us before you are out or almost out of medicine.

**Laboratory Services:** Our office does use an outside laboratory, LabCorp. LabCorp does bill separately from our office. Please direct any lab billing questions directly to LabCorp.

Once again, we welcome you to our practice. We look forward to serving you.

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