

Patient Information
Guide



Everything You Need to Know About Us



Welcome to Wilmington Health!

The following information has been put together for our patients. Here, you should find everything you need to know about Wilmington Health, our departments, and our services.

Our integrated approach to healthcare sets us apart from other multi-specialty organizations in the area. With our Electronic Health Records and internal referral approach, you are able to receive convenient, coordinated care all within our system.

And don't forget to check out our web site, www.wilmingtonhealth.com. It features the most up-to-date information regarding our providers, locations, contact information, and much more.

Table of Contents

Office Hours _____	4
Primary Care Services _____	5
Appointments _____	6
Quality _____	6-7
Medical Records Release Forms _____	7
Referral Procedures _____	8
Hospital Services _____	8
Specialty Departments _____	9
Online Resources _____	10
Electronic Health Record _____	10
Emergency Care _____	11
Billing Information _____	12
Rights and Responsibilities _____	13
Locations _____	14-15



Office Hours

Our regular office hours for routine appointments are Monday through Friday, 8 a.m.-5 p.m.

If you need to see someone right away, we offer a variety of primary care walk-in healthcare options at our primary care facilities.

Today's Care (Internal Medicine) at 1202 Medical Center Drive, Wilmington, is available 8 a.m.-4 p.m. Monday through Friday and 8-11 a.m. on Saturdays.

Internal Medicine at 6781 Parker Farm Drive, Suite 200 (Mayfaire), Wilmington, has walk-in hours from 8 a.m.-3 p.m. Monday through Friday.

Pediatrics at 2421 Silver Stream Lane, Wilmington, has walk-in hours from 8 a.m.-noon and 1:30-7 p.m. Monday through Friday; 8-10 a.m. Saturdays; and 12-2 p.m. Sundays.

Pediatrics at 4320 Henson Drive (North Chase), Wilmington, has walk-in hours from 8 a.m.-noon and 1:30-4:30 p.m. Monday through Friday.

In addition, our **Convenient Care locations in Brunswick Forest (Leland) and Porters Neck (Wilmington)** are open 12-8 p.m. Monday through Friday and 8 a.m.-8 p.m. Saturday and Sunday.

Our **Urgent Care** offices in **Jacksonville** and **Monkey Junction (Wilmington)** are open 8 a.m.-8 p.m. daily.

Individual department hours and office days may vary depending upon surgery schedules, holidays, and other considerations.

Primary Care Services

How to Choose a Provider

At Wilmington Health, we recommend that our patients choose a primary care provider to help them manage their healthcare needs (many insurance companies may also request a primary care provider). We encourage you to choose a primary care provider from Family Medicine, Internal Medicine, OB/GYN, or Pediatrics.

For help in choosing a provider who is right for you, as well as locations and phone numbers, please visit our web site at www.wilmingtonhealth.com.

Once you have selected a provider, an appointment team member will be available to answer questions and schedule appointments. Wilmington Health participates in most insurance plans in North Carolina. Be sure to list your Wilmington Health provider as a primary care provider on your insurance enrollment form.



Appointments

Appointments can be made with any provider by calling that provider's office. If you are unable to keep a scheduled appointment, **please call the office at least 24 hours before the scheduled appointment to reschedule or cancel.**

NOTE: Some specialty departments require a referral from your primary care provider.

Your Visit

New primary care patients, please arrive 30 minutes prior to your scheduled visit. Returning patients, please arrive 15 minutes earlier than your appointment. All patients should go to the nearest registration desk so that we may complete the registration process. In order to assist you in processing your health benefit claims, we ask that you bring your insurance card(s) and complete insurance information. If your insurer requires a referral to see a specialist, please bring a referral from your primary care provider. If your health plan requires a co-payment, it will be collected at the registration desk prior to your appointment.

Please forward any appropriate medical records or X-rays, as well as a record of your immunization history, to us prior to your first visit.

Medical Records Release Forms

New Patient of Wilmington Health

If you are a new patient of Wilmington Health and have not yet had your previous medical records forwarded to our offices, please bring your medical records with you on your first visit. We will scan them and provide your healthcare team with all of your relevant medical history through our Electronic Medical Records.

Current Patient of Wilmington Health

As a patient of Wilmington Health, you have the right to review the information in your medical records and may obtain a copy for a reasonable fee. Requests for release of patient information must be made in writing to our Medical Records Department by filling out an Authorization to Release Medical Records form. This form should be completed and brought in or mailed to the Medical Records Department at Wilmington Health, 1920 South 16th Street, Wilmington, NC 28401.

For an appointment to review your medical records or for more specific details about obtaining a printed copy, please contact the Medical Records Department at 910.341.3311. All medical records forms can be downloaded at www.wilmingtonhealth.com; click on *Patient Services* then *Records and Forms*.

QUALITY

At Wilmington Health, we're changing the quality of your healthcare. That involves using innovation to get back to the basics: teamwork, sharing, discovering, listening, and examining.

Our Electronic Health Record help us work together seamlessly. To find the latest treatments, we collaborate with the best doctors across the country. We are also involved in clinical research, right here in Wilmington. And to ensure you're happy with your care, patient satisfaction surveys are an indispensable part of quality healthcare. Finally, we constantly examine our processes to find areas where we can improve.

Referral Procedures

Your primary care provider is part of a multi-specialty group practice and works very closely with qualified specialists within Wilmington Health. If you require a referral to a specialist, your primary care provider will most often refer you to a specialist associated with Wilmington Health. This level of coordination not only ensures a high level of care but also enables the providers to collaborate more efficiently on your behalf.

Because your primary care provider has a broad perspective on your health, they will provide the specialist with important information about related conditions, tests, or health risks. The specialist will also have instant access to this and any additional information, because Wilmington Health uses Electronic Medical Records. If and when you may be hospitalized, Wilmington Health has hospitalists on staff who can work closely with your primary care provider as well to ensure you have a safe and comfortable hospital stay. This kind of careful coordination results in better, more personalized care for you.

HOSPITAL SERVICES

If you need to go into the hospital, our providers have medical staff privileges or coverage at New Hanover Regional Medical Center. We also have hospitalists on staff who are trained in internal medicine and specialize in inpatient hospital care. They are experienced in dealing with acute illnesses like pneumonia, meningitis, and other conditions. And our hospitalists stay in contact with your primary care physicians and specialists to keep them informed on your condition for seamless healthcare.

Specialty Departments

When needed, your primary care provider may refer you to one of our many qualified specialists from the following departments:

Audiology	Physical Therapy
Cardiology	Plastic and Reconstructive Surgery
Dermatology	Podiatry
Diabetes Education	Pulmonary/Allergy
Ear, Nose, and Throat	Rheumatology
Endocrinology	Robotic Surgery
Gastroenterology	Sleep Medicine
Hearing Aid Services	Spinal Intervention
Imaging (Radiology)	Sports Medicine
Infectious Diseases	Surgery
Neurology	Urology
Nutrition and Dietary Counseling	Vascular Surgery
Occupational Health Services	Weight Management, an HMR Program
Oncology/Hematology	
Orthopaedic Surgery	

Visit www.wilmingtonhealth.com for the most up-to-date physician, location, and contact information for primary care and specialty departments.

Other Ancillary and Diagnostic Services

As a convenience to you, Wilmington Health provides many services, including:

Allergy Testing	Neuro-Diagnostic Testing
Bone Density Testing	Nuclear Stress Testing
Cardiac Special Testing	Pulmonary Function Testing
Colonoscopy	Radiology
Community Health Education	Skin Cancer Screening
Coumadin Clinic	Sleep Medicine
CT Scanning	Urogynecological (Incontinence) Testing
Diabetes Education	Vascular Access Procedures
Echocardiography	Vascular Lab and Testing
Endoscopy	Wound Care
Infusion Therapy	
Laboratory	
MRI Scanning	

Online Resources

www.wilmingtonhealth.com

On the Wilmington Health web site, you can find our locations, departments, and hours. The site also features tools to help you find a doctor, read the latest Wilmington Health news, pay your bill, and much more.

Pay Your Bill Online

At Wilmington Health, we offer secure online bill pay through Patient Payments at <https://payments.realmed.com>. Patient Payments does not require enrollment (no remembering user IDs or passwords) to pay your medical bills. They do not store any customer enrollment or credit card information. Each patient statement will require you to enter the patient statement ID and access code you received on your bill along with your address and payment type information (i.e., credit card, bank information) to complete your payment. Your transaction will be securely and quickly processed.

ELECTRONIC HEALTH RECORD

Wilmington Health keeps all patient records online through our Electronic Health Record system. If you're a current patient at Wilmington Health, our providers have instant access to your medical records at any of our locations. This allows us to provide you with seamless, quality healthcare.

Emergency Care

A member of our healthcare team is on call 24 hours a day, seven days a week.

Life-Threatening Emergencies

(e.g., severe bleeding, unconsciousness, chest pain, etc.)

Call 911 or go directly to the nearest hospital emergency room for immediate medical attention.

Notify Wilmington Health as soon as possible.

Non-Life-Threatening Medical Care

If you need to see someone right away, we offer extended hours on weeknights and weekends in our Convenient Care and Urgent Care. Our Convenient Care hours are 12-8 p.m. Monday through Friday and 8 a.m.-8 p.m. Saturday and Sunday. Our Urgent Care locations are open 8 a.m.-8 p.m. daily.

Not feeling well? In addition to our Convenient Care and Urgent Care options, we offer a variety of primary care walk-in healthcare options at our primary care facilities.

Today's Care (Internal Medicine) at 1202 Medical Center Drive, Wilmington, is available 8 a.m.-4 p.m. Monday through Friday and 8-11 a.m. on Saturdays.

Internal Medicine at 6781 Parker Farm Drive, Suite 200 (Mayfaire), Wilmington, has walk-in hours from 8 a.m.-3 p.m. Monday through Friday.

Pediatrics at 2421 Silver Stream Lane, Wilmington, has walk-in hours from 8 a.m.-noon and 1:30-7 p.m. Monday through Friday; 8-10 a.m. Saturdays; and 12-2 p.m. Sundays.

Pediatrics at 4320 Henson Drive (North Chase), Wilmington, has walk-in hours from 8 a.m.-noon and 1:30-4:30 p.m. Monday through Friday.

Billing Information

Wilmington Health works with the following payor organizations:

Aetna
Atlantic Integrated Health
Blue Cross Blue Shield of North Carolina
Cigna Healthcare
Humana Medicare Advantage
Medcost
Medicaid
Medicare
TriCare/TriCare Prime
United Healthcare

Acceptance of particular plans may differ between specialties. For more information on these health plans, visit our web site at www.wilmingtonhealth.com, and click on *Patient Services* then *Accepted Health Plans*.

Note: Accepted health plans are subject to change. For insurance inquiries concerning your coverage, please refer to the number on the back of your insurance card.

Co-pays, co-insurance, and deductible amounts are due at the time of service for all accepted health plans. Payment in full is due at the time of service for all other health plans. As a courtesy, we will file the insurance claim. Up front payment of \$100.00 is required for Self Pay. A Self Pay discount is offered.

If you have questions about your account, our Business Office staff is available to assist you Monday through Friday from 8 a.m.-5 p.m. Please call 910.395.4188 to speak with one of our customer service representatives.

For your convenience, we accept cash, checks, VISA, MasterCard, Discover, and American Express.

Rights and Responsibilities

Patient Bill of Rights

As a patient of Wilmington Health, you are entitled to the following rights:

- I. Information Disclosure
- II. Choice of Providers and Plans
- III. Access to Emergency Services
- IV. Participation in Treatment Decisions
- V. Respect and Nondiscrimination
- VI. Confidentiality of Health Information
- VII. Complaints and Appeals

Patient Responsibilities

- Seek medical attention promptly.
- Be honest about your medical history.
- Ask about anything you do not understand.
- Follow health advice and instructions.
- Report significant changes in symptoms or failure to improve.
- Work with your provider and nurse on management of pain.
- Respect clinic policies.
- Keep appointments or cancel in advance.
- Seek non-emergency care during regular business hours.
- Provide useful feedback about services.
- Make prompt payments on your account and be knowledgeable about your insurance coverage.



Locations

- A** **Wilmington Health on Medical Center Drive**
1202 Medical Center Drive
Wilmington, NC 28401
- B** **6781 Parker Farm Drive Suite 200**
Wilmington, NC 28405
- C** **6752 Parker Farm Drive Unit 1B**
Wilmington, NC 28405
- D** **Wilmington Health at Monkey Junction**
5245 South College Road
Wilmington, NC 28412
- E** **8090 Market Street**
Wilmington, NC 28411
- F** **8108-B Market Street**
Wilmington, NC 28411
- G** **8114 Market Street**
Wilmington, NC 28411
- H** **Wilmington Health OB/GYN on 17th Street**
1802 South 17th Street
Wilmington, NC 28401
- I** **Wilmington Health on Physicians Drive**
1500 Physicians Drive
Wilmington, NC 28401
- J** **Wilmington Health on Silver Stream Lane**
2421 Silver Stream Lane
Wilmington, NC 28401
- K** **Wilmington Health Neurology**
1222 Medical Center Drive
Wilmington, NC 28401
- L** **Wilmington Health Pediatrics at North Chase**
4320 Henson Drive
Wilmington, NC 28405
- M** **Wilmington Health Sleep Center on Medical Center Drive**
1227 Medical Center Drive
Wilmington, NC 28401
- N** **Wilmington Health at Federal Point**
1300-2 Bridge Barrier Road
Carolina Beach, NC 28428
- O** **Wilmington Health in Hampstead**
Hampstead Village
20 South End Court
Hampstead, NC 28443
- P** **Wilmington Health in Jacksonville**
1000 Brabham Avenue
(crossroads of Henderson Dr. and Western Blvd. extension)
Jacksonville, NC 28540
- Q** **Wilmington Health in Jacksonville on Country Club Road**
1703 Country Club Road
Jacksonville, NC 28546
- R** **Wilmington Health in Brunswick Forest**
(Located in New Hanover Regional Medical Center)
1333 South Dickinson Drive
Suite 140
Leland, NC 28451
- S** **Wilmington Health on Oak Island**
8715 East Oak Island Drive
Oak Island, NC 28465
- T** **Wilmington Health in Southport**
Doshier Medical Plaza
4222 Long Beach Road
Southport, NC 28461

Departments

Wilmington Health on Medical Center Drive

◆ 1202 Medical Center Drive
Wilmington, NC 28401

- Cardiac Electrophysiology
- Cardiology
- Clinical Pharmacy
- Colon Rectal Surgery
- Gastroenterology
- Imaging (Radiology)
- Infusion Center
- Internal Medicine
- Oncology/Hematology
- Orthopaedic Surgery
- Physical Therapy
- Podiatry
- Pulmonary and Allergy
- Rheumatology
- Spinal Intervention
- Surgery
- Vascular Surgery and Center for Endovascular Therapy

Wilmington Health at Mayfaire

◆ 6781 Parker Farm Drive
Suite 200
Wilmington, NC 28405

- Endocrinology
- Internal Medicine
- OB/GYN

6752 Parker Farm Drive
Unit 1B
Wilmington, NC 28405

- Plastic and Reconstructive Surgery

Wilmington Health at Monkey Junction

◆ 5245 South College Road
Wilmington, NC 28412

- Family Medicine
- Occupational Health Services
- Urgent Care

Wilmington Health at NHRMC

◆ 2131 South 17th Street
Wilmington, NC 28401

- Hospitalist

Departments

Wilmington Health at Porters Neck

◆ 8090 Market Street
Wilmington, NC 28411

- Audiology
- Cardiology
- Ear, Nose, and Throat
- Gastroenterology
- Hearing Aid Services
- Internal Medicine
- Orthopaedic Surgery
- Podiatry
- Urology

◆ 8108-B Market Street
Wilmington, NC 28411

- Convenient Care
- Diabetes Education
- Family Medicine
- Imaging (Radiology)
- Internal Medicine
- Pediatrics

◆ 8114 Market Street
Wilmington, NC 28411

- Dermatology
- Vascular Surgery

Wilmington Health Neurology on Medical Center Drive

◆ 1222 Medical Center Drive
Wilmington, NC 28401

- Neurology

Wilmington Health OB/GYN on 17th Street

◆ 1802 South 17th Street
Wilmington, NC 28401

- OB/GYN

Wilmington Health on Physicians Drive

◆ 1500 Physicians Drive
Wilmington, NC 28401

- Diabetes Education
- Endocrinology
- Nutrition Services
- Weight Management, an HMR Program

Departments

Wilmington Health on Silver Stream Lane

◆ 2421 Silver Stream Lane
Wilmington, NC 28401

- Audiology
- Dermatology
- Ear, Nose, and Throat
- Hearing Aid Services
- Imaging (Radiology)
- Infectious Diseases
- Pediatrics
- Urology

Wilmington Health Pediatrics at North Chase

◆ 4320 Henson Drive
Wilmington, NC 28405

- Pediatrics

Wilmington Health Sleep Center on Medical Center Drive

◆ 1227 Medical Center Drive
Wilmington, NC 28401

- Sleep Medicine

Wilmington Health at Federal Point

◆ 1300-2 Bridge Barrier Road
Carolina Beach, NC 28428

- Family Medicine

Wilmington Health in Hampstead

◆ Hampstead Village
20 South End Court
Hampstead, NC 28443

- Family Medicine

Wilmington Health OB/GYN in Hampstead

◆ 14905 Highway 17
Hampstead, NC 28443

- OB/GYN

Departments

Wilmington Health in Jacksonville

◆ 1000 Brabham Avenue
(crossroads of Henderson Drive and
Western Boulevard extension)
Jacksonville, NC 28540

- Audiology
- Ear, Nose, and Throat
- Family Medicine
- Hearing Aid Services
- Internal Medicine
- Occupational Health Services
- Orthopaedic Surgery
- Sports Medicine
- Urgent Care

Wilmington Health in Jacksonville on Country Club Road

◆ 1703 Country Club Road
Suite 103/104
Jacksonville, NC 28546

- Plastic and Reconstructive Surgery

Wilmington Health at Brunswick Forest

(Located in New Hanover Regional Medical Center facility)

◆ 1333 South Dickinson Drive
Suite 140
Leland, NC 28451

- Cardiology
- Convenient Care
- Diabetes Education
- Family Medicine
- Gastroenterology
- Internal Medicine
- Orthopaedic Surgery
- Pediatrics
- Vascular Surgery

Wilmington Health on Oak Island

◆ 8715 East Oak Island Drive
Oak Island, NC 28465

- Family Medicine

Wilmington Health at Doshier Memorial Hospital

◆ 924 North Howe Street
Southport, NC 28461

- Hospitalist

Wilmington Health in Southport

◆ Doshier Medical Plaza
4222 Long Beach Road
Southport, NC 28461

- Cardiology

Wilmington Health

At Wilmington Health, we welcome your input. Please let us know what you think of the care you receive. You can even visit www.wilmingtonhealth.com to fill out an online comment card. Your honest feedback on our patient satisfaction surveys helps us improve the quality of our services.

Medical Center Drive

1202 Medical Center Drive, Wilmington

910.341.3300

Hours: 8 a.m.-5 p.m. Monday-Friday