

Patient Information  
Guide



# Everything You Need to Know About Us



## Welcome to Wilmington Health!

Here, you should find everything you need to know about Wilmington Health, our departments, and our services.

You may think all healthcare providers are the same, but at Wilmington Health we are the leader when it comes to providing high-quality healthcare at the lowest cost. We have even been nationally recognized for our high-quality care at an affordable cost. We continue to work at improving quality, the patient experience, and so much more. Wilmington Health is honored to be selected as your healthcare provider.

Learn more about Wilmington Health at our web site: [www.wilmingtonhealth.com](http://www.wilmingtonhealth.com). It features the most up-to-date information regarding our providers, locations, contact information, and much more.

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## Office Hours

Our regular office hours for routine appointments are Monday through Friday, 8 a.m.-5 p.m. Many offices offer extended hours to meet your busy schedule.

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

### **Convenient Care at Porters Neck (Wilmington)**

- ☺ 12-8 p.m. Monday-Friday and
- ☺ 8 a.m.-8 p.m. Saturday-Sunday

### **Convenient Care at Monkey Junction (Wilmington)**

- ☺ 8 a.m.-8 p.m. daily

### **Pediatric Convenient Care\***

#### **(Silver Stream Lane, Wilmington)**

- ☺ 8 a.m.-8 p.m. Monday-Friday and
- ☺ 8 a.m.-5 p.m. Saturday-Sunday

### **Today's Care\* (Internal Medicine)**

#### **Medical Center Drive (Wilmington)**

- ☺ 8 a.m.-4 p.m. Monday-Friday and
- ☺ 8-11 a.m. Saturdays

### **Urgent Care (Jacksonville)**

- ☺ 8 a.m.-8 p.m. daily

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

Many of our offices have same-day appointment and walk-in availability. Please visit our web site for more information.

## Primary Care Services

At Wilmington Health, we give our patients a choice when it comes to selecting a primary care provider. When you have a primary care provider who cares for you, you have a single provider to help manage your healthcare needs (many insurance companies may also request you have an established provider). You are welcome 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, please visit our web site at [www.wilmingtonhealth.com](http://www.wilmingtonhealth.com). Each provider has their patient satisfaction score on their provider page. Also, many providers share their clinical interests, a short biography, education, and a short video to let you learn more about them.

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.



\* Pediatric Convenient Care and Today's Care are available for current Wilmington Health patients. They are also open to new patients with most commercial insurances.

## Appointments

Appointments can be made with any provider through the Wilmington Health Patient Portal or 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 patients should arrive 30 minutes prior to your scheduled visit. Returning patients should arrive 15 minutes earlier than your appointment.

**All patients should go to the nearest check-in kiosk (if available) to 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 prior to your appointment.

## Medical Records

### 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 Health Record.

### Obtaining Medical Records

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 to any Wilmington Health office or mailed to Wilmington Health, ATTN: Medical Records, 1202 Medical Center Drive, 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](http://www.wilmingtonhealth.com); click on *Patient Services* then *Records and Forms*.



## Referral Procedures

Your primary care provider is part of a multi-specialty group practice and partners with skilled specialists within Wilmington Health. If you require a referral to a specialist, your primary care provider may 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. Additionally, it can reduce the total cost associated with your healthcare.

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 an Electronic Health Record.

## HOSPITAL SERVICES

If you need to go into the hospital, our providers have medical staff privileges or coverage at New Hanover Regional Medical Center. Our hospitalists, who are trained in internal medicine, will work together with your primary care provider and specialists to ensure you receive quality, seamless care. Our goal is to help you return to health, not to the hospital. **This kind of careful coordination results in better, more personalized care for you.**

## Specialty Departments

Wilmington Health offers specialty care, including:

Allergy/Immunology	Neurology
Audiology/Hearing Aid Services	Occupational Health Services
Cardiology	Oncology/Hematology
Clinical Research	Orthopaedic Surgery
Colorectal Surgery	Physical Therapy
Dermatology	Plastic and Reconstructive Surgery
Ear, Nose, and Throat	Pulmonary
Endocrinology	Rheumatology
Foot & Ankle	Sleep Medicine
Gastroenterology	Spinal Intervention Surgery
Imaging	Surgery
Infectious Diseases	Urology
Infusion Center	Vascular Surgery

Visit [www.wilmingtonhealth.com](http://www.wilmingtonhealth.com) for the most up-to-date physician, location, and contact information for primary care and specialty departments.

## Clinical Research

Wilmington Health has partnered with Innovo Research and PMG Research to provide a unique service to you by educating people about clinical trials, connecting individuals to appropriate clinical trials, monitoring the health and safety of each participant, and working together with pharmaceutical companies to collect information that may help others.

For more information on current clinical trials or to find out if you're eligible for a trial, visit [www.innovoresearch.com](http://www.innovoresearch.com).



## Online Resources

### [www.wilmingtonhealth.com](http://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.

### Patient Portal

Wilmington Health offers patients a safe, friendly, and convenient way to communicate and engage in healthcare through our Patient Portal.

- Request appointments online
- Send appointment reminders to your cell phone and e-mail
- Enjoy secure communication between you and your provider
- Decrease in-office wait time by completing forms online
- Make payments online
- Access your health information

To create your own Patient Portal account, go to [www.wilmingtonhealth.com/patient-portal](http://www.wilmingtonhealth.com/patient-portal), and select the link “Click here to create your new account.” Complete the requested information, and register with “No PIN.” Our office will authenticate your account within 24-48 business hours.

### Pay Your Bill Online

Online bill pay is accessible through the Patient Portal and [www.wilmingtonhealth.com](http://www.wilmingtonhealth.com).

### PatientPORTAL App

When you download the PatientPORTAL App you can do everything listed above and more from your iPhone or Android smartphone!



## Billing Information

### Wilmington Health works with many payor organizations:

For a complete listing of accepted health plans, please visit [www.wilmingtonhealth.com/patients/accepted-health-plans](http://www.wilmingtonhealth.com/patients/accepted-health-plans).

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. Up front payment of \$100.00 is required for patients without insurance.

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

As a patient of Wilmington Health, we ask you to:

- 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.
- 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.
- Keep appointments or cancel in advance.

### Privacy Policy Notice

Visit [www.wilmingtonhealth.com](http://www.wilmingtonhealth.com); click on Patient Services, then click on Privacy Policy Notice in the dropdown menu to view Wilmington Health's complete Privacy Policy Notice.

## Language and Communication Assistance Notice

Wilmington Health complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

### Wilmington Health:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters.
  - Written information in other formats (large print, audio, accessible electronic formats, other formats).
- Provides free language services to people whose primary language is not English, such as:
  - Qualified interpreters.
  - Information written in other languages.

If you need these services, contact Suzy Kearns at 910.341.3331.

### Foreign Language Services

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-888-808-9008 (Pin No: 88964555)

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-888-808-9008 (Pin No: 88964555)。

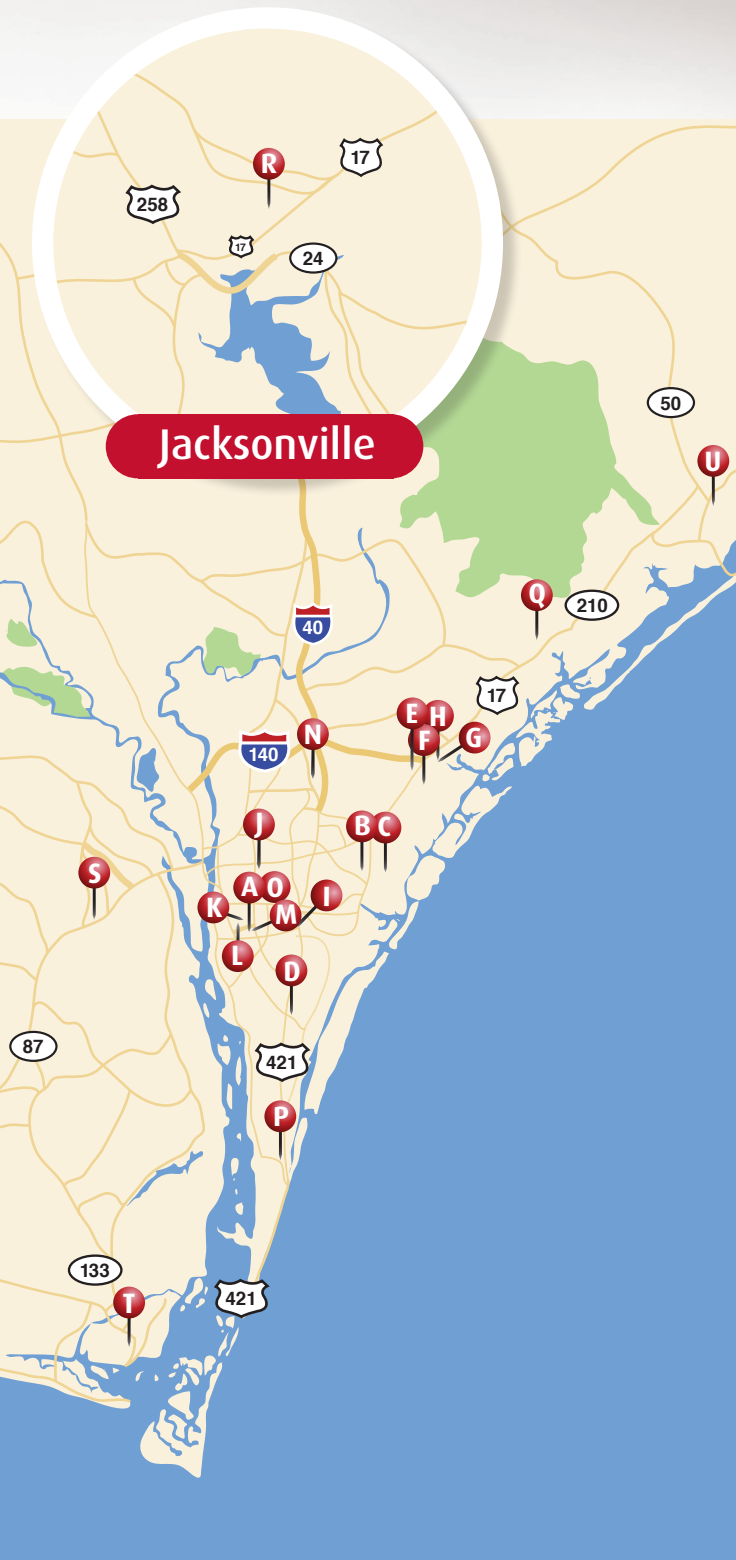
For a complete listing of the Foreign Language Services offered, visit [www.wilmingtonhealth.com/language-communication-assistance-notice](http://www.wilmingtonhealth.com/language-communication-assistance-notice).

### Filing a Grievance

If you believe that Wilmington Health has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

Suzy Kearns, CPA, Chief Compliance Officer  
1202 Medical Center Drive, Wilmington, NC 28401  
Phone: 910.341.3331  
Fax: 910.772.1307  
E-mail: [skearns@wilmingtonhealth.com](mailto:skearns@wilmingtonhealth.com)

Complaint forms are available at  
<http://www.hhs.gov/ocr/office/file/index.html>.



## 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 Suite 120**  
Wilmington, NC 28405
- D** **Wilmington Health at Monkey Junction**  
5211 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** **8115 Market Street (MEDAC Building)**  
Wilmington, NC 28411
- I** **Wilmington Health at Shipyard**  
4141 Shipyard Boulevard  
Wilmington, NC 28403
- J** **Wilmington Health OB/GYN on 17th Street**  
1802 South 17th Street  
Wilmington, NC 28401
- K** **Wilmington Health on Physicians Drive**  
1500 Physicians Drive  
Wilmington, NC 28401
- L** **Wilmington Health on Silver Stream Lane**  
2421 Silver Stream Lane  
Wilmington, NC 28401
- M** **Wilmington Health Pulmonary**  
1222 Medical Center Drive  
Wilmington, NC 28401
- N** **Wilmington Health Pediatrics at North Chase**  
4320 Henson Drive  
Wilmington, NC 28405
- O** **Wilmington Health Sleep Center on Medical Center Drive**  
1227 Medical Center Drive  
Wilmington, NC 28401
- P** **Wilmington Health at Carolina Beach**  
1300-2 Bridge Barrier Road  
Carolina Beach, NC 28428
- Q** **Wilmington Health in Hampstead**  
40 Ravenswood Road  
Hampstead, NC 28443
- R** **Wilmington Health in Jacksonville**  
1000 Brabham Avenue  
(crossroads of Henderson Dr. and Western Blvd. extension)  
Jacksonville, NC 28546
- S** **Wilmington Health in Leland**  
9101 Ocean Highway East  
Leland, NC 28451
- T** **Wilmington Health in Southport**  
904 North Howe Street  
Southport, NC 28461
- U** **Penslow Medical Center**  
206 North Dyson Street  
Holly Ridge, NC 28445

Please call **910.341.3300** to have your call forwarded to any of the locations above. You can also visit [www.wilmingtonhealth.com/locations](http://www.wilmingtonhealth.com/locations) for department and contact information.



## Departments

### Wilmington Health on Medical Center Drive

◆ 1202 Medical Center Drive  
Wilmington, NC 28401

- Cardiac Electrophysiology
- Cardiology
- Clinical Pharmacy
- Colorectal Surgery
- Foot & Ankle
- Gastroenterology
- Imaging
- Internal Medicine
- Neurology
- Orthopaedic Surgery
- Physical Therapy
- Spinal Intervention
- Surgery
- Urology
- Vascular Surgery and Center for Endovascular Therapy

### Wilmington Health at Mayfaire

◆ 6781 Parker Farm Drive  
Suite 200  
Wilmington, NC 28405

- Internal Medicine
- OB/GYN
- Pediatrics

◆ 6752 Parker Farm Drive  
Suite 120  
Wilmington, NC 28405

- Imaging (Mammography)
- Plastic and Reconstructive Surgery

### Wilmington Health at Monkey Junction

◆ 5211 South College Road  
Wilmington, NC 28412

- Convenient Care
- Dermatology
- Family Medicine
- Imaging (X-Ray)
- Internal Medicine
- Pediatrics

### 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
- Hearing Aid Services
- Internal Medicine

◆ 8108-B Market Street  
Wilmington, NC 28411

- Convenient Care
- Family Medicine
- Imaging (X-ray)
- Internal Medicine
- Pediatrics

◆ 8114 Market Street  
Wilmington, NC 28411

- Foot & Ankle
- Gastroenterology
- Imaging (Mammography)
- Orthopaedic Surgery
- Urology

◆ 8115 Market Street  
Wilmington, NC 28411

- Dermatology
- Imaging (MRI/CT)

### Wilmington Health at Shipyard

◆ 4141 Shipyard Boulevard  
Wilmington, NC 28403

- Family Medicine
- Imaging (X-Ray)

### 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

- Endocrinology

## Departments

### Wilmington Health on Silver Stream Lane

◆ 2421 Silver Stream Lane  
Wilmington, NC 28401

- Allergy/Immunology
- Audiology
- Dermatology
- Ear, Nose, and Throat
- Hearing Aid Services
- Imaging (Radiology)
- Infectious Diseases
- Infusion Center
- Internal Medicine
- Oncology/Hematology
- Pediatric Convenient Care
- Rheumatology

### Wilmington Health Pediatrics at North Chase

◆ 4320 Henson Drive  
Wilmington, NC 28405

- Pediatrics

### Wilmington Health Pulmonary on Medical Center Drive

◆ 1222 Medical Center Drive  
Wilmington, NC 28401

- Pulmonary

### Wilmington Health Sleep Center on Medical Center Drive

◆ 1227 Medical Center Drive  
Wilmington, NC 28401

- Sleep Medicine

### Wilmington Health at Carolina Beach

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

- Family Medicine

### Wilmington Health in Hampstead

◆ 40 Ravenswood Road  
Hampstead, NC 28443

- Family Medicine
- Internal Medicine
- OB/GYN

## Departments

### Wilmington Health in Jacksonville

◆ 1000 Brabham Avenue  
(crossroads of Henderson Drive and  
Western Boulevard extension)  
Jacksonville, NC 28546

- Audiology
- Cardiology
- Diabetes Education
- Ear, Nose, and Throat
- Endocrinology
- Family Medicine
- Foot & Ankle
- Gastroenterology
- Hearing Aid Services
- Occupational Health Services
- Orthopaedic Surgery
- Plastic and Reconstructive Surgery
- Pulmonary
- Spinal Intervention
- Urgent Care
- Urology

### Wilmington Health in Leland

◆ 9101 Ocean Highway East  
Leland, NC 28451

- Endocrinology
- Family Medicine
- Foot & Ankle
- Gastroenterology
- Imaging (X-ray, Mammography)
- Internal Medicine
- Orthopaedic Surgery
- Pediatrics
- Same Day Care

### Wilmington Health in Southport

◆ 904 North Howe Street  
Southport, NC 28461

- Cardiology

### Penslow Medical Center

◆ 206 North Dyson Street  
Holly Ridge, NC 28445

- Family Medicine

# 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](http://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.

