

Welcome

New Wilmington Health Patients!

Here are some of the questions we are most frequently asked by new patients. We look forward to providing you top-quality care.



How do I schedule an appointment?

Appointments can be made with any provider by calling that provider's office. NOTE: Some specialty departments require a referral from your primary care provider.

How do I cancel an appointment?

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.

What is the no-show policy?

Patients who do not attend a scheduled appointment will be assessed a fee for reservation and utilization of company resources. The policy will follow a graduated scale of increasing fees or action by the organization as follows:

First no show: Patient receives a letter.

Second no show: Along with another letter, patient is notified that they will not be rescheduled anywhere in the clinic unless they first make a pre-payment of \$50. This money will be applied to their financial responsibility to the practice.

Third no show: Letter will go out informing the patient that they have been dismissed from the clinic.

Other questions?

If you have any other questions, please visit www.wilmingtonhealth.com.

When do I pay for my appointment?

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.

