

**FREQUENTLY ASKED QUESTIONS**  
**EAST CAROLINA GASTROENTEROLOGY, P.A.**

Q. What are your office hours and phone number?

A. The office is open Monday through Thursday from 8:00am to 5:00pm, and 8am to 12noon on Fridays except Holidays. Please listen closely to the prompts to avoid unnecessary delays. Office appointments and Procedure appointments are scheduled by different departments. If it is necessary to leave a voice mail, please leave your full name, telephone number and the nature of your call. We will return your call as soon as possible.

Q. Do I need to be referred by my physician?

A. Most of our patients are referred by their physician. In certain circumstances however, we will see you without a request from your physician. If your insurance is an (HMO, POS or other Managed Care Provider) you may be required to obtain a referral from your primary care physician.

Q. What do I need to bring with me to my appointment?

A. Bring a list of the medicines you are currently taking and the bottles. It is important for the physician to know the exact dosage you are taking. We will need to make a copy of your insurance card and referral form ( if your insurance requires one). Copays are collected at check in. We accept cash, check, Mastercard, Visa & American Express.

Q. Do you accept insurance?

A. Our physicians participate in a number of insurance programs. We will be glad to file for your insurance but you will be responsible for deductible, co-insurance and co-pay amounts.

Q. Who do I call with questions regarding my statement?

A. For billing inquiries please call our billing department at 910 353 6158

Q. How do I get refills on prescriptions?

A. Please call your pharmacy for prescription refills. The pharmacist will send us an electronic request for your medications.

Q. What is your cancellation policy?

A. As a courtesy to our practice and those patients needing an urgent appointment, we require that you call during office hours to give a 24 hour notification for office appointments and a 48 hour notification for procedure appointments.