



## Med CareEast, P.A.

1425 E. Fire Tower Rd., Ste. 100  
Greenville, NC 27858

Phone (252) 758-5888  
Fax (252) 758-9888

### Patient Policies

**Prescription Refills:** If you require a refill on your medication, please contact your pharmacy first. A refill request coming from your pharmacy will help ensure accuracy with your medications and help to decrease the amount of time you have to wait. We request three business days to process prescription refills and written prescriptions. This grace period allows us to handle illnesses and appointments promptly.

**Please bring your medication bottles with you to your appointments.**

**Appointments:** We strive to have same day urgent care appointments for our regular patients. Please call ahead and we will attempt to reserve a time for you to see the provider. Currently, we are able to accept walk in for our established patients. (Note that we reserve the right to triage the true urgency of the appointment.)

**Disability Forms, Equipment Forms, etc:** Due to the increasing amount of paperwork and time required to be done by the provider, it is now necessary to charge a \$10-25 fee in order to complete these types of forms. There will be a ten business day grace period for these forms to be completed. Please do not call our office until after the ten business day grace period has ended.

**After Hours:** If you have an emergency, call 911 or go to the nearest emergency room or urgent care facility. Always remember to take your medications with you to the hospital. It is a good idea to keep a list of all your medications as well as dosages, allergies, and a list of your health problems with you. We will be glad to provide you a list with all your medications.

If it is a medical emergency in which you need to speak with the provider on call, call our office after hours at (252) 758-5888. Leave your name, DOB, phone number, and a detailed message. To protect the privacy of our providers, they do not unblock their personal phone numbers when returning pages. If you have this feature on your phone, we ask that you please temporarily deactivate this feature or leave another number that you can be contacted at. This service is to be used only when truly necessary. Rescheduling appointments, request for pain medications, routine medications, antibiotics or test results do not constitute as a medical emergency. Please call during normal business hours Monday-Friday 8:00AM to 5:00PM and we will gladly assist you in these matters.

If you have a new illness, please understand that we can rarely call in antibiotics by phone as this is not good care for you and you will most likely need to be seen in this case.

**WE WILL NEVER CALL IN CONTROLLED SUBSTANCES AFTER HOURS. THIS MUST BE DONE DURING NORMAL BUSINESS HOURS.**