

About Our Practice

Welcome to North Raleigh Family Medicine. We are glad that you chose us for your primary healthcare. At North Raleigh Family Medicine we treat all ages of children and adults. We work together with our patients and help them be intentional about their lifestyle choices. Educated patients can achieve better outcomes and experience a higher level of wellness.

North Raleigh Family Medicine is a patient centered medical home. We practice an integrated and team-based care model. We are part of WakeMed Key Community Care and as such have many resources to help each patient achieve their healthcare goals. We are constantly evaluated to ensure we are offering and supporting good preventive medicine that is evidence based.



After hours, Nights, and Holidays

For emergencies please contact 911.

In cases that may be urgent, one of our providers is available 24 hours/day at 919-604-5369. If no one answers at that number then leave a message and it will be returned as soon as possible. If it is not returned within 1/2 an hour, then call back.

If the call is not urgent then you may leave a message at 919-841-4566 and it will be returned as soon as the office is open again.

Patient Scheduling

We will try our best to schedule your appointment at a time that is convenient for you. In addition, we will make every effort to see you at your appointment time so that wait times will be short. However, medical urgencies and emergencies do arise and may impact the schedule. As a courtesy, we try to contact you to remind you of your appointment.

No Show Policy

NRFM is a busy practice and your appointment time is time set aside for you to spend with your provider. If you are scheduled at a certain time then that slot is taken. Please respect your

appointment times and if a conflict arises let us know as soon as possible. If appointments are not cancelled within 24 hours of your reserved time then you may be charged \$50 for a regular office visit or \$100 for physical exams, unless the slot is filled by another patient.

Insurance/Demographic Information

At each visit, we must verify your insurance card and present demographic information. If you do not have your insurance card then we will hold cash or credit card as a guarantee until you bring your card to us.

Policy to Treat Minors

NRFM is happy to see children. We must have parent or guardian permission before we can do so. Please refer to our policy—front desk and on our website.

HIPAA

Our policy is federally mandated and guarantees the privacy of your medical records and information. Please read our HIPAA policy before you sign it.

Medicare

NRFM does participate with Medicare. However we are not seeing new Medicare patients. In order to be seen and use Medicare then a patient needs to have been a patient at NRFM for at least 1 year.

Copays, payments and billing

Copays and deductibles are expected at the time of service. If you are a cash-pay patient (You either have no insurance or choose not to use your insurance) then payment will be expected at time of service and you will receive a 30% discount.

If you have a balance due that must be paid (or processed by our biller) before another appointment can be made.

We do reserve the right to use a collection agency for bills that are 90 days past due.

Prescription Refills

These must be requested through your pharmacy/prescription service. They will be filled within 48 business hours.

Laboratory Services

LabCorp provides primary lab services for NRFM. There is a LabCorp phlebotomist in our office for your convenience. Should you need or desire another lab or location then please let us know.

Vaccination Policy

We think that the judicious use of vaccines is important to helping our patients achieve and maintain good health. We especially endorse the use of proper childhood immunizations. They are important in keeping our patients healthy but also in maintaining

proper community immunity. We require that new pediatric patients get the CDC mandated vaccinations and follow that proper schedule. We do realize that certain factors may change the schedule but these are rare.

Services

We provide many services and have many areas of interest at NRFM. We are often able to provide the care our patients need. However, in the event one needs referral to a specialist, we will refer you to a number of High Value Specialists who are experts in their field.

The areas in which we provide care are:

Pediatrics
Adult Care
Gynecology
Holistic medical care
Nutrition and Fitness expertise
Dermatology

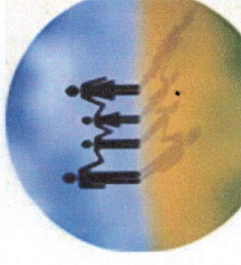
MVA's and worker's comp

If you are seeing NRFM for an injury or condition that has been caused by a motor vehicle accident or an accident which happened at work then you will need to pay cash and keep the receipts so that the proper entities can pay you directly for the claims after they are settled.

Insurance Plans

BCBS
UHC
Cigna
Coventry/Wellpath
UMR
Golden Rule

North Raleigh Family Medicine



...a patient-
centered
medical home

Thomas L. Jeffries, MD
Jessica K. Langston, FNP
Glenda M. Jeffries, FNP

8331 Bandford Way
Suite 101
Raleigh, NC 27615
919.841.4566
northraleighfamilymedicine.com