

WELCOME TO CREEDMOOR CENTRE ENDOCRINOLOGY

8340 Bandford Way---Ste 001---Raleigh, NC 27615

Phone: 919-845-3332 Fax: 919-845-3395

PATIENT INFORMATION GUIDE

CLINIC HOURS: Monday-Friday 8-5...Last appointment is 4:00

LOCATION: Creedmoor Centre Office Complex...Located at Creedmoor & Strickland Roads

AFTER HOURS EMERGENCIES: Call 919-302-7361

PRESCRIPTIONS AND REFILLS:

- Contact your pharmacy for refills. They will fax us your request.
- Please limit refill requests to Monday-Friday during office hours.
- Please allow 24-48 hours for requests to be submitted.
- If you are calling the office for your refill, you need to provide the following information: Name and dosing of medication, how many times per day you take this medication, and if you want a 30 or 90 day supply. For glucose testing strips, state brand of strip, how many times per day you monitor, and whether you want a 30 or 90 day supply. Please provide the location of pharmacy or name of Mail Order company.

LAB TESTING AND RESULTS:

- Labs are drawn by appointment. Please contact the office to schedule this.
- Labs can be drawn prior to your appointment day in order for physician or PA to review these with you at the appointment. Contact the office to arrange this.
- Results are available in the following ways: you may receive a phone call from the office or you may receive your results electronically. If electronically, you will receive an email from your Patient Fusion account alerting you that there is a message for you from our office.

APPOINTMENTS:

- Patients are seen by appointment only.
- We have a great team of Providers: Dr. Warren-Ulanch, Candy Chen PA-C, and Ravin Mehta PA-C. In order to get to know them all, patients will rotate with each provider.
- Please provide at least 24 hours notice to cancel an appointment to avoid a cancellation fee.
- No-Show appointments may incur a No-Show fee.
- Repeated No-Show appointments may result in being discharged from the practice.

DIABETIC APPOINTMENTS:

In order for us to provide you with the optimum quality of care, you **MUST** bring the following information with you to each appointment. Failure to do so may result in having to reschedule your appointment.

- Bring your glucose meter to every appointment.
- Bring glucose readings to each appointment. Do not bring the meter and expect the MD to browse through the numbers. Please print them out prior to your appointment. Hopefully in the near future we will have “cloud based access” available to make this easier.
- Bring a list or the actual medications that you are on to every appointment.
- Please know what type of insulin syringe or pen needles you use.
- DMV forms will require you to make an appointment for the physician to complete.
- Please bring all Diabetic Supply forms with you to your appointment to expedite the refill process.
- Please note there may be a fee charged if glucose readings are reviewed between appointments. Please contact the front office for this fee.

DIABETIC SICK DAYS:

- After hours call: 919-302-7361
- It is recommended that you call the office as soon as you recognize a problem, especially vomiting more than twice, or consecutive blood glucose readings greater than 300.
- Be ready to provide the following information when you call the office: glucose levels, ketones present, routine insulin dosing, any extra insulin that you have taken, diet, recent treatments done, have you been evaluated by your PCP.
- If your glucose readings are elevated and Ketones are large, you may be directed to report to your local emergency room for treatment.

REPORTING YOUR GLUCOSE READINGS:

We currently are using a Cloud-Based Link called Diasend.

You can go to Diasend.com and register to be able to upload your meter at home prior to your appointment at our office.

You will be asked to enter our Clinic ID# which is 49-74009 when registering.

Still remember to bring your meter to all appointments.

