

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 8:00 am to 4:30 pm...The last appointment is 4:00

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

AFTER HOURS EMERGENCIES: Dial 911, go to an emergency facility or call (919) 845-3332 and press item 9.

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.
- Do you have a prescription for Glucagon or Ketone Strips?
- 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 the 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.
- Labs should be drawn at least one week before your appointment in order for the provider to review these with you at the appointment. Contact the office to arrange your appointment.
- 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.
- If you have your labs drawn at another practice, lab or clinic, bring a copy to your appointments or have them sent to your patient portal.

APPOINTMENTS:

- Patients are seen by appointment only.
- We have a great team of Providers. In order to get to know them, patients will rotate with each provider. You will be scheduled with the Dr. Warren-Ulanch at least once per year.
- 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.
- If you are 15 minutes or more late for your appointment, you may be asked to reschedule your appointment.

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 provider 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: 919-845-3332 and press 9.
- 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.