

Chapel Hill Hormone Therapy

112 Perkins Drive, Ste 400 * Chapel Hill, NC 27514

Phone: (919) 960-2720 * Fax: (919) 371-2334

Practice Policies

Medical care provided: Dr. Clark sees women who are age 35 and over for symptoms of menopause and perimenopause. She also provides testosterone pellets for women as well as men. She does not provide routine gynecologic or obstetrical care.

Appointments: Our office hours are Monday through Friday 8:30 AM until 5:00 PM, with appointments available Monday through Thursday 8:30 AM until 5:00 PM and Friday 8:30 AM until 11:30 AM. Please call 919-960-2720 to schedule an appointment.

New patients: If you are a new patient, please bring a photo ID and means of payment to your office visit. Please complete your new patient paperwork (available on the Chapel Hill Hormone Therapy website) prior to your arrival.

Established patients: Please complete the annual update form (available on the Chapel Hill Hormone Therapy website).

Cancellations/No-shows: We will contact you by email 48-72 hours in advance of your appointment. Please contact our office at least 24 business hours (business hours are Monday through Friday) in advance if you are unable to keep your appointment. A late cancellation of less than 1 business day in advance of your appointment or failure to keep your scheduled appointment will be subject to the following charges: \$75 for a follow-up visit, and \$100 for a new patient visit.

Late arrivals: Please arrive at least 15 minutes prior to your appointment time. Our goal is to stay on schedule and for Dr. Clark to see each patient at the time of the scheduled appointment. Late arrivals inconvenience other patients by delaying their appointments. If you arrive more than 10 minutes late to your appointment, you will be rescheduled to a later date or time.

Insurance/Billing/payment: Chapel Hill Hormone Therapy is not in network with any insurance plans, including Medicare/Medicaid.

Payment is expected at the time of service. We accept checks, Visa, Master Card, American Express, and Discover. Please note that there is a \$35 fee for any returned check. Any unpaid balances must be paid prior to your next office visit. If you are unable to make a payment or establish a payment plan, you will be asked to reschedule your appointment.

For billing questions, please call 919-960-2720.

Clinical phone calls: For urgent concerns or new symptoms, please schedule an appointment with Dr. Clark. She is unable to diagnose your condition over the phone or via the patient portal. For non-urgent questions, you may call and speak with Holly Botts, MA, who is Dr. Clark's medical assistant. While we will do our best to answer your phone calls in person during business hours between 8:00 a.m. and 5:00 p.m., it may be necessary for you to leave a voicemail message. Messages left before 3:00 p.m. for Dr. Clark or Holly Botts, MA will be returned by the end of the business day. Messages left after 3:00 p.m. will be returned on the following business day. Please be advised that patients being seen in the office for appointments will take priority over non-urgent clinical questions by phone or portal.

Patient portal messages: We encourage all patients to register for and use the patient portal. Dr. Clark will communicate with you about your test results via the portal. Urgent questions or requests should be made by phone or at an office visit. **Complicated questions or concerns should be addressed at an office visit rather than through the portal.** Patients sending messages via the patient portal that are not appropriate for an electronic or telephone response will be asked to schedule an appointment with Dr. Clark.

Emergencies/After-hours calls: If you have a life-threatening emergency, please call 911 or go to your closest emergency room. For urgent problems, please contact the office of your primary care physician. Dr. Clark is not a primary care provider.

Prescription refills: Please contact your pharmacy and have them send a refill request electronically. Please allow 2 business days for refills of routine medications. Refills of any controlled substance will require an appointment with Dr. Clark. If Dr. Clark has never prescribed the requested medication for you before, an office visit will be required before that medication can be prescribed.

Prior authorizations: Medications and imaging studies may require prior authorization with your insurance company. If a medication requires prior authorization, please ask your pharmacy to fax the appropriate prior authorization form to our office. The prior authorization process for medications often requires significant staff time, as does prior authorization for imaging studies. A fee of \$25 will be required for a lengthy prior authorization process. Please allow up to 10 days for these processes to be completed. ****If you need a medication that requires prior authorization sooner than 10 days, you may need to pay out of pocket for the initial prescription.****

Laboratory work: Chapel Hill Hormone Therapy is in network with LabCorp. If lab work is needed, you will be given a printed order that you can use at your nearest LabCorp location. You will receive the results of your lab tests by an automated process through the LabCorp portal usually within a day or so. Dr. Clark will review your results and communicate through our patient portal within a few days. Results that are significantly abnormal will be communicated by telephone call, and may also require a follow-up visit for a detailed discussion and care management.

Please note that evaluation of hormonal issues is a complex process, and requires discussion of specific symptoms and problems in addition to a detailed medical history prior to issuing a lab order. For this reason, hormone levels will **only** be drawn following an office visit after thorough discussion of symptoms. A follow-up visit will be required approximately 2 weeks later in order to discuss results and any implications for treatment. If compounded hormone therapy is used, office visits with lab work will be required every 6 months.

Completion of forms: A fee of \$25 will be charged for completion of any forms needed. Please allow 7 days for the completion of these forms. If you have not had a visit with Dr. Clark in the last year, you will require an appointment for completion of the form.

Medical records: Chapel Hill Hormone Therapy respects your right to privacy and follows HIPAA guidelines. All of your care and medical records are strictly confidential. If you would like to have your medical records released to another provider, you will need to complete a medical records release form, available on the Chapel Hill Hormone Therapy website. Please allow 7 days for processing the request. There is a minimum fee of \$10 for copying, faxing and mailing your medical records; sending a lengthy medical record will incur an additional cost of \$0.75/page for first 25 pages, \$0.50/page for pages 26-100, and \$0.25/page for pages over 100 (per North Carolina General Statutes 90-411).

July 20,2023