

MedCentral

1720 Westchester Drive
High Point, NC 27262
(336) 883-4296

2401 Hickwood Road, Suite 106
High Point, NC 27265
(336) 885-9675

Patient Policies

MedCentral clinics offer a unique blend of urgent care, family practice care, and occupational medicine. Patients may be seen on a walk-in basis that fits their schedules – without appointments – 7 days a week.

Hours of Operation:

Hours at the MedCentral clinics are as follows:

1720 Westchester Drive

Monday-Friday: 8:00 am – 7:00 pm
Saturday: 8:00 am – 5:00 pm
Sunday: 1:00 pm – 5:30 pm

2401 Hickwood Road, Suite 106

Monday-Friday: 8:00 am – 6:00 pm
Saturday: 9:00 am – 2:00 pm
Sunday: 1:00 pm – 5:30 pm

Care Available:

MedCentral is proud to offer physicians that are all board certified, primarily in family practice. However, MedCentral clinics are not emergency facilities – if you feel that you have a medical emergency, please call 911 or proceed to the nearest hospital emergency room.

We know that our patients' time is valuable and we make every effort to see patients in a timely manner. Please be aware that due to the nature of urgent care and the lack of scheduled appointments, patients generally are seen in the order of arrival. However, if a patient in a serious condition arrives after you, that patient will be seen immediately regardless of the order of arrival to stabilize him or her.

Financial Expectations:

As a courtesy, we will file your charges with your insurance carrier. While we are happy to do so, you are ultimately responsible for your charges. It is your responsibility to confirm coverage and make sure that we have accurate billing information. Please bring your insurance card with you for each visit. Please remember that insurance typically covers the majority of your fees, however, patients are expected to pay any co-pays or co-insurance on the day of the visit. Patients who are unable to pay will be referred to an appropriate community clinic.

If you cannot provide proof of insurance, you will be responsible for payment of the bill at the time of your visit. If you belong to a PPO, HMO, or similar insurance plan that limits your choice of physicians, please verify with the company that we are a provider or ask us.

Medications:

Please bring all current medications or a list of them, including over-the-counter medications, vitamins and minerals you take, to each visit. This will enable your provider to incorporate this information into your plan of care.

If you need your medication refilled, please call your pharmacy first. Your pharmacist will then contact our office for refill information.

We also suggest that you check your medications before all vacations, holidays and weekends to assure an ample supply when you need it.

Exam Room Manners:

The use of cell phones is prohibited in the exam area so that you will be ready to speak with the provider. Patients are also expected to stay inside their exam rooms to protect everyone's privacy.

Emergency After Hours: If you are experiencing a life-threatening emergency, please call 911 or go directly to the ER.

As urgent care facilities, MedCentral clinics do not provide traditional after hours "on call" services. We provide "on call" coverage only as required by selected insurance carriers who require it for established patients for whom our physicians are designated as their primary care physician (PCP) through their insurance carriers. All other patients are encouraged to go to the nearest emergency room. Our providers do not meet patients in the ER. "On call" services are provided by telephone only. Medication refills will not be handled after hours.

Confidentiality:

Your medical record is strictly confidential. No information regarding your condition will be given without permission to employers, friends or relatives, except when required by law.

Forms:

We will be glad to complete any forms; however, there will be a charge for their completion. Please drop off your forms at least one week before pickup. Our office will call you when the forms are completed.