



*Welcome to Carolina Oncology Specialists, PA. Our goal is to provide you with the very best treatment available using state of the art medicine delivered with compassionate care. Our hope is that you also find our staff pleasant and helpful at each visit. If we fail to meet your expectations, we want to know about it. Please feel free to contact a member of our management team at any time to discuss your concerns.*

**Important information regarding our practice:**

- Our office hours are Monday through Friday 7:30am to 5pm (we do not close for lunch)
- We are closed for the following holidays: New Year's Day, Good Friday, Memorial Day, Fourth of July, Labor Day, Thanksgiving, the Friday after Thanksgiving ½ day, Christmas Eve ½ day, and Christmas Day
- After hours please call: (828) 315-5000 to reach the operator at Frye Regional Medical Center. The operator will direct your call to our physician on-call. (For cases that may not wait until the next business day.)

**Our Main Phone Number: (828) 324-9550 during regular business hours**

- **Press option 1** to reach the scheduling department to reschedule or confirm an appointment, or to notify us that you are going to be late for your visit
- **Press option 2** to reach the lab department if you have questions about your blood work
- **Press option 4** to reach the medical record department if you need to request a copy of your record(s)
- **Press option 5** to reach our nursing department if you have infusion questions, non-emergent medical questions, concerns or need medication refills. **Medication refills should be obtained during your MD visits. If you are in need of a medication refill in between visits, we require a 24 hour notice.**

**\*\* There are instances when we are on the line helping other people and you may reach the department voicemail. When that occurs, please leave a name, date of birth, and a number where we can reach you and a brief message, and your call will be returned promptly.**

**Financial:**

- Please continue to provide us with up-to-date insurance information. Copays are due at the time of service. If you do not have insurance, we encourage you to apply for Medicaid through your county health department.
- Please also bring with you your prescription insurance card; as we may need to reference this in the course of your care.

**Contact Information or Demographics:**

- It is important that we keep your address and phone numbers up-to-date. You may update this information at the front desk as needed.

**Appointments:**

- We will do our best to accommodate your scheduling needs. However, there may be instances when your desired time is not available or your treatment need to be started at a specific time. In those instances, we hope you will be understanding of our limitations.
- It is very important that your medical record be kept up-to-date. Please inform our staff of any updates, new results or changes that have occurred since your last visit. For example, medication changes, new allergies, surgeries, tests performed by another provider etc. We need all relevant information so that we can provide the best possible care for you.

## **Inclement Weather:**

- Our office may close, or open on a delay during inclement weather. If this happens, please tune to WBTV channel 3 for the operation of hours.
- In the event of a delay or closure, our office staff will contact you for rescheduling.

## **FMLA/Disability Forms:**

- Please allow 7-10 business days for these forms to be completed. They are completed in the order we receive the form. There is a \$10.00 charge for each form to be filled out. Payment is expected as we receive the form.

## **Resources in Catawba County:**

- Catawba Valley Medical Center  
810 Fairgrove Church Road Se  
Hickory, NC 28602  
(828) 326-3000  
[www.catawbavalleymedical.org](http://www.catawbavalleymedical.org)
- Frye Regional Medical Center  
420 North Center Street  
Hickory, NC 28602  
(828) 315-5000  
[www.fryemedctr.com](http://www.fryemedctr.com)
- Shelters:
  - o 5 th Street Shelter, Statesville, 704-872-4045
  - o Salvation Army, 322-8061
  - o Safe Harbor Rescue Mission 326-7233
  - o Family Care 324-9917
  - o Family Guidance/First Step 322-1400
  - o Habitat for Humanity 328-4663
  - o Blue Ridge Community Action (weatherization & repairs) 438-6255
- Food Assistance:
  - o Greater Hickory CCM 327-0979
  - o Corner Table, Newton 464-0355
  - o Eastern Catawba Cooperative Christian Ministry 465-1702
  - o Food Assistance Catawba County DSS 695- 5693/695-5694
  - o Living Word Fellowship (Tuesday only 5-6pm) 325- 4773
  - o St John's Lutheran Church 464-4071
  - o Soup Kitchen, Hickory 327-4828
  - o Meals on Wheels, DSS 695-5610
  - o Hickory Church of Christ (1st and 3rd Tuesdays) 464- 4983
- Transportation:
  - o Transportation Greenway Bus & Vans 464-9444
  - o Medicaid Transportation for Medical (DSS), 695- 5608

## **Cancer Resources:**

American Cancer Society  
[www.cancer.org](http://www.cancer.org)  
(800) 227-2345

Cancer Care  
[www.cancercare.org](http://www.cancercare.org)  
(800) 813-4673

**\*\* Other resources are available in multiple counties. If you need assistance in another county please feel free to ask one of our helpful employees.**