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University of North Carolina
Family Practice Center
Manning Dr. and US 15-501
CB 7585
Chapel Hill, NC 27599

Phone: (919) 966-0210

Fax: (919) 966-6126

Website: www.unchealthcare.org/fpc

Office Hours

Monday-Friday 8:00 am - 5:00 pm

Saturday 8:00 am - 11:30 am*

Lab Hours 8:15-12:45 M-F & 8:15-11:15 Sat

After Hours

For medical assistance after clinic hours,
please call (919) 966-0210 and a Healthlink
nurse will assist you.

**Saturday clinic is for scheduled urgent
appointments only. No prescriptions are
filled on Saturdays.*

The Family Practice Center

The Family Practice Center is a primary care facility of the University of North Carolina School of Medicine and is associated with the UNC Health Care System. Our doctors and other providers are members of the UNC Department of Family Medicine.

Family physicians are trained to care for children and adults of all ages, including pregnant women. We especially emphasize wellness and prevention. We are dedicated to providing comprehensive health care for the entire family.

Location and Parking

The Family Practice Center is on the first floor of the William B. Aycock Family Medicine Building which is located on the corner of US HWY 15-501 Bypass and Manning Drive in Chapel Hill.

Parking is available in our patient parking lot off of Manning Dr. We are also served by Chapel Hill Transit buses that run to the S-11 parking lot outside the 2nd floor entrance to the William B. Aycock Family Medicine Building. A shuttle service runs between the FPC and the main UNC Hospital Complex.

Care for Your Whole Family

Family physicians at the FPC provide care for the whole family. This includes:

General adult medical care

Pediatric and adolescent care

Prenatal, delivery, and postpartum care

Geriatric care

Physical Therapy

Acupuncture (*request brochure*)

Family Counseling

Minor surgical problems

Osteopathic medicine

Vasectomy

Colposcopy

Provider Teams

The FPC organizes its healthcare providers into teams of 10-12 individuals. As a patient you belong to one team that will provide your primary care. If your provider is not available, another provider from the same team will be directed to care for you.

The business card attached to this brochure provides a list of the members of each team.

Resident Physicians

Your doctor at the Family Practice Center may be doing post-graduate specialty training at UNC in order to become a Board Certified Family Physician. These doctors are often referred to as resident physicians. Although they are earlier in their medical careers than our faculty members, they have indeed already graduated from medical school, are in fact "real doctors", and have been chosen to be a part of our practice through a highly competitive process. At all times when our resident physicians are seeing patients in the FPC we have a teaching physician on site to offer additional expert advice and consult when necessary.

Appointments

Same Day Appointments

In order to help you easily access care, some daily appointment times are left open. This “open access” scheduling method allows you to make same-day appointments.

Scheduling and Canceling

By Phone:

To schedule or cancel an appointment by phone call

(919) 966-0210 and follow the automated call system.

Press 1:

To **cancel or change** an appointment

Press 2:

To **schedule** an appointment

Online:

To schedule or cancel an appointment online go to www.unhealthcare.org/fpc and click on “**Appointments**”.

Attending an Appointment

Arrive 15 minutes before your scheduled appointment time.

Be prepared to provide the following at every visit:

UNC-FPC card

Insurance information

Current address and phone number

Always check-in at the front desk before going to the waiting room or clinic

Payments and co-pays are due on the appointment date.

If you do not plan to attend a scheduled appointment, please call and cancel or reschedule before the time of the appointment.

Prescription Refills

Through Your Pharmacy

The best way to obtain a refill of your prescription is to contact your pharmacy, even if you are out of refills. Your pharmacy should fax your refill request to 966-6126. **Please allow 2 business days for refill request to be processed.**

Through the FPC

Patients may still request refills from the FPC through phone or email, though this may take longer. **If using this method please allow 5 business days for request to be processed.**

Online, visit www.unchealthcare.org/fpc and click on “Refill a Prescription”.

The FPC will **not** notify you once a request has been fulfilled, due to a high volume of patient requests. Please follow-up with your pharmacy after 48 hours. Medication refills are handled Monday through Friday except holidays.

Contacting Your Provider

To leave a non-urgent message for your healthcare provider, please call **966-0210** and select **option 3** on the automated call system.

Every effort will be made for your provider or their staff to contact you within two business days after receiving your phone message.

Referrals and Medical Records

Referral Requests

You can request a referral the following ways:

Discuss with your provider during a scheduled appointment

Visit www.unhealthcare.org/fpc and select the "Referral Request" option

Leave a message by phone for your provider at **(919) 966-0210**

TRICARE Patients

If you are a TRICARE patient, we will fax the referral to the referring physician. After 48 hours, please call TRICARE to receive authorization and appointment time.

Medical Records Requests

To request your medical records please call **(919) 966-0210** and select **option 5** on the automated call system. UNC Hospital handles all patient medical records.

Maternal and Child Health

As a demonstration of the FPC's commitment to providing family centered care throughout a lifetime, we offer maternal and child health (MCH) services including:

- Prenatal care

- Delivery care

- Postpartum care including breastfeeding

- support and contraceptive counseling

- Newborn and pediatric care

Centering Pregnancy Group Prenatal Care

In addition to "traditional" individual prenatal care, the FPC also offers a group option. In this program, groups of 4-8 women meet with a doctor or midwife for their regular prenatal care visits. While an individual prenatal visit may only be 20 minutes, in group visits you spend 1.5 hours with your doctor or midwife. You will have individual time with your provider during this visit for your exam as well as time as a group to discuss your experiences and ask questions about your pregnancy. As a participant in the group visits you will know the dates of your appointments for the entire pregnancy and will not have to

schedule appointments. There will also be no waiting as your appointments will begin at the scheduled time.

Whether you choose individual or group prenatal care, you will be provided a direct pager number to the doctor on-call for any questions or concerns you have throughout your pregnancy.

Pediatric care

The FPC provides care for your entire family. Family physicians are fully trained to provide quality primary care for children, including well child physicals and immunizations, so you do not have to find a separate doctor for your child. In fact several of our physicians in the FPC primarily care for children.

Pediatric Same Day Clinic

Monday through Saturday mornings the FPC offers a same day clinic for sick children. The clinic provides care for colds, ear infections, sore throats, or other non-emergency illnesses. Please call the FPC at (919) 966-0210 at 8:00 AM to be seen in the clinic that day.

Personal Health Information

Primary Care Provider: _____

Team: _____

Date: _____

Blood Pressure: _____ Weight: _____

Cholesterol level: _____

Prescriptions: _____

Date: _____

Blood Pressure: _____ Weight: _____

Cholesterol level: _____

Prescriptions: _____

Date: _____

Blood Pressure: _____ Weight: _____

Cholesterol level: _____

Prescriptions: _____
