



Duke Primary Care





Thank you for choosing Duke Primary Care of Galloway Ridge. Our team is committed to working with you to maintain and improve your health.

Whether you're new to our practice or you've been with us for years, we know that staying on top of medical care can be challenging at times.

To help you along the way, this brochure contains answers to some of the questions we are asked most. We hope it contains helpful pointers for you, but if we can help you with anything else, please don't hesitate to ask.

We look forward to caring for you and your family.

Duke Primary Care of Galloway Ridge

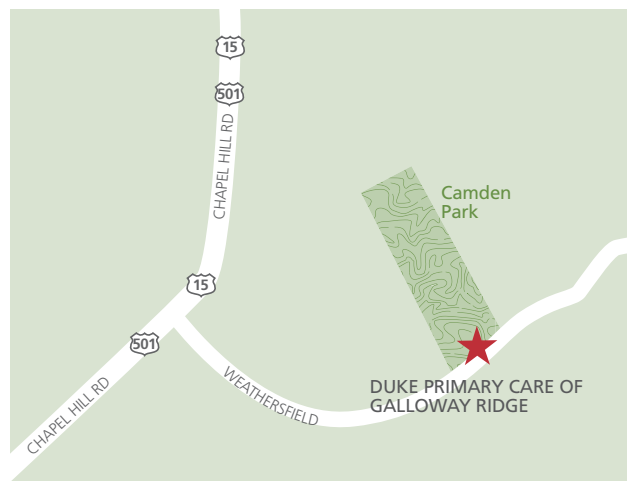
3000 Galloway Ridge
Pittsboro, NC 27312

PHONE 919-545-2134

FAX 919-545-2692

OFFICE HOURS

Monday–Friday: 8:00 AM–5:00 PM



Scope of Care

Internal medicine (Primary care for adults age 18 and up)
Senior health care (Geriatrics)
Preventive medicine
Routine health exams
Chronic care management
On-site laboratory services

Appointment Hours

Monday–Friday: 8:15 AM–5:00 PM

As a courtesy to fellow patients and your doctor, please arrive 15 minutes prior to your appointment time to complete the check-in process. If you are running late, please call us as your doctor may be unable to see you if you arrive after your appointment time.

Lab Visits

Appointments to draw blood for laboratory studies are scheduled Monday–Friday by appointment.

Triage Nurse Calls

For calls received by 3:00 PM, a return call will be made to you the same business day. For calls received after 3:00 PM, a return call will be made to you the following business day. We will address urgent calls on the same business day.

After-Hours Calls

A doctor is on call seven days a week. If you have an urgent need after regular office hours, please call 919-545-2134 to page the doctor on call.

Please note that our doctors cannot refill routine prescriptions and narcotics after hours; however, they can address urgent refill requests.

No-Shows/Cancellations

As a courtesy to fellow patients and your doctor, please provide a minimum of a 24-hour notice if you are unable to keep a scheduled appointment. Patients who miss an appointment without 24 hours' notice may be charged a no-show fee. Patients who miss three or more appointments without 24 hours' notice may be discharged from the practice.

Specialty Appointments/Referrals

Duke University Health System has a broad spectrum of health care specialists and services. Please let your doctor know if you would like a referral to a Duke specialist. Our referral coordinator can assist you with appointments and any necessary authorizations. If you do not require a referral or authorization and would prefer to make your own appointment, you can call the Duke Consultation and Referral Center at **1-888-ASK-DUKE**.

Insurance/Billing

Please bring your insurance card with you to each appointment. Co-payment, coinsurance, or deductible is expected to be paid at the time of service. Patients who do not have an insurance card or do not have insurance will be responsible for payment in full at the time of service, unless arrangements have been made prior to the appointment. If you have any questions regarding your statement, contact our billing office at 919-620-4555. We accept cash and checks.

Prescriptions/Refills

If you need a prescription **refill between appointments**, please call your pharmacist to request a refill. Your pharmacist will contact our office for approval from your doctor. Please allow 48 hours for this process with medications that you take on a regular basis. Prescriptions that require prior authorization may require up to five business days to complete. If you need a written **prescription to mail in**, please notify us. If you need a refill on a **narcotic prescription**, please contact the triage nurse. If you need a **mail-order prescription**, please provide us with your member ID number. We can fax it to the mail-order pharmacy, mail it to you, or you may pick it up to send to your pharmacy.

Test Results

Your test results will be available online within seven business days at healthview.dukehealth.org. Please provide your e-mail address when you schedule your appointment or when you check in, so we can e-mail you an invitation to use the HealthView system.

Medical Records

Letters and physician reports will be completed at your request with your written authorization. Please allow 10 to 14 days for release of your medical records. There is a minimal charge for medical records sent to the patient and providers outside Duke University Health System. An explanation of the charge is on the medical release form. Your health record is considered confidential. Information about your health is never released without your written consent.

Form Completion

If you need forms (Family and Medical Leave Act, disability, etc.) filled out by us, please complete your portion and allow one week for completion. Completion of some forms may require an office visit.

Severe Weather

In case of severe weather, please call the office to see if we are open. If our office is open and you cannot keep your appointment, please call to cancel.

Your care and your safety

Our patients are our partners in safety. You can take an active role in your care and:

Speak up if you have questions or concerns. If you still don't understand, ask again. It's your body, and you have a right to know.

Pay attention to the care you get. Always make sure you get the right treatments and medicines by the right health care professionals. Don't assume anything.

Educate yourself about your illness. Learn about the medical tests you will get. Learn about your plan of care.

Ask a trusted family member or friend to be your advocate and supporter.

Know what medicines you take. Know why you take them. Medicine errors are among the most common health care mistakes.

Participate in all decisions about your treatment. You are the center of the health care team.

If you have any concerns about the care you receive, we encourage you to discuss them with your doctor, the management of this clinic, Duke Ambulatory Visitor Relations at 919-684-6298, or Duke Primary Care Administration at 919-668-6008.

If you are not satisfied with the responses you receive from Duke, contact The Joint Commission, our primary accrediting body, at 1-800-994-6610.



Connect with your family's health care at Duke online:
healthview.dukehealth.org

More than 150,000 Duke patients are managing their health care online. You can, too!

- Get lab results online
- Schedule your own appointment
- Add your children to your account
- View your payment history

What is HealthView?

Duke Medicine developed HealthView to help you simplify your family's health care. It's a new Web site that allows you to go online to view lab results, schedule an appointment, see your payment history, and more. The site is secure and password-protected. It's convenient, it's safe, and it's free.

How do I get a HealthView account?

Simply follow these steps:

1. Provide us with your e-mail address when you check in or when you call to make an appointment.
2. You will receive an e-mail with a special link inviting you to create an account.
3. Click the link, validate your date of birth, set your password, and you're in.

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Our Providers



William Uthe, MD

Training: MD, Medical College of Ohio
(University of Toledo College of Medicine),
1974

Residency: Internal Medicine, Southwest
Michigan Medical Center, 1974–1977

Clinical Interests: Geriatrics



Paula Sumner, RN, MSN, FNP-BC, CS

Training: MSN, University of North Carolina at
Chapel Hill School of Nursing, 1981

Clinical interests: Complementary/holistic
health care, stress and pain management,
seniors health care, hypnosis

