



After Hours Policy

If you have a life-threatening medical emergency after regular office hours, call 911.

The emergency room personnel will evaluate and treat you. They will notify the physician on call if necessary.

If you need medical assistance after routine office hours, please call the office at 704-510-1600 ext. 303, and your call will be forwarded to the on-call physician. If there is no answer, please leave a message and your phone number. Please speak clearly and slowly. The message will be forwarded to the physician on call. Expect a return call within 20 minutes. If you do not receive a return call, please place your call again. The message may not have been clear, or the physician may be performing an emergency surgery.

For routine concerns, questions, or requests, please contact us by phone at 704-510-1600 or through the Patient Portal. Please leave a detailed message with your return telephone number. We endeavor to return calls and messages received prior to 4PM Monday through Friday during the same day.

Routine calls to the physician after normal office hours may be subject to a \$25.00 charge.