
Patient Policies

Appointment Accessibility: It is the policy of Zack Hall, MD PLLC to reserve same day and walk-in appointments for acute and routine visits. These appointments are available on a first come-first serve basis, and every effort will be made to add work-ins as needed. *Please be aware that work in and same day appointments can be subject to a longer than usual wait time.*

Phone and Electronic Communication: Zack Hall, MD PLLC strives to respond to questions and concerns as quickly as possible. Please understand that we answer calls in the order that they are received, if you receive a voicemail it is because we are on the line with another patient. Please take advantage of our text messaging service by texting the office number, 336-342-6060. This is a fast and easy way to communicate directly with the practice and providers. It is the policy of this practice to respond to messages in timely manner by using the following guidelines: messages received before 2:00 pm will be addressed by 5:30 pm, any messages that are received after 4:00 pm will be addressed before 12:00 pm the following business day. *This is a guideline used to try to expedite services, however, the timeline is flexible depending on the urgency of the request, as well as the availability of clinical staff and complexity of the issue.*

Prescription Refills: Please allow 24-48 hours for your refills to be completed. Most refills are addressed the same business day, but are subject to delays depending on insurance authorization and the availability of the physician. A good practice is to call your prescription refill in to your pharmacy a week before the medication is completely out. Please leave prescription requests on the voicemail.

Forms and Letters: Forms and letters requiring more than a signature are addressed within one week of the request. Expect to pick up lengthy documents a week after the request is made. These types of documents are subject to a \$15.00 administrative fee. *Please note that FMLA and disability paperwork require an office visit to ensure proper completion.*

Preparing for Appointments: Please prepare yourself for your appointments by bringing all of your medications, any logs for glucose or blood pressure, and a list of concerns when applicable. Please be prepared to present your insurance card at each visit along with any coinsurance or copays.

Missed Appointments: Please be considerate of the providers and other patients by providing at least 24 hours notice of appointment cancellations. This way we can offer your appointment to someone else who may need it. There is a \$25.00 fee that is applied to all accounts of patients who fail to provide timely notice of cancellation. *Please note that emergency situations are not subject to this charge.*
