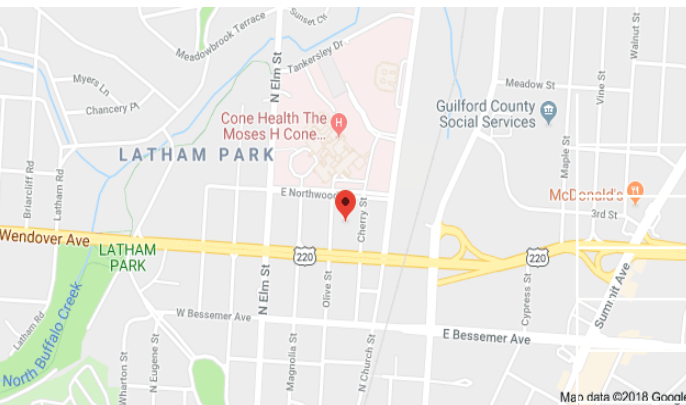




**Regional Center for Infectious Disease**  
 301 E Wendover Ave Suite 111  
 Greensboro, NC 27401

## Getting to RCID



**Hours**  
 Mon – Thu 8:30 am – 5:00 pm  
 Fri – 9:00 am – Noon  
 Closed daily from 12:30 – 1:30pm

## Patient Experience

Please notify us at anytime if you have concerns or questions about your care you are receiving, do not hesitate to speak with your nurse or healthcare provider. If at anytime you feel your issue was not resolved please feel free to speak with the Practice Administrator or call at 336 - 832 – 7840

Share your feedback! Let us know how we are doing. We encourage you to share your feedback when you receive your electronic survey from Press Ganey.

## MyChart

Registering for a MyChart account will assist you with coordinating your care with your provider and clinical team.

You will be able to communicate with your provider, access your test results, request prescription refills, request and manage your appointments, share your medical record and pay your bill.

Contact us at  
**336-832-7840**

or on the web at [www.conehealth-RCID.com](http://www.conehealth-RCID.com)

## What to Expect at RCID

*Welcome! Thank you for choosing RCID & trusting us with your care.*

*Today you will see a variety of specialist who will collaborate to provide you with exceptional care.*

*Office visits are by appointment only...*

*Late Policy - If you are more than 15 minutes late to your scheduled appointment, you will be seen in the next available appointment slot, at the end of the clinic session or may need to be rescheduled for a future appointment*

## Friendly, Knowledgeable Staff



Tammy King, RN, BSN  
Nurse Manager

Welcome. RCID is an integrated care center designed to be a one-stop shop for all your medical needs.



Our Dependable, Dedicated & Compassionate staff are here to assist you along the way and answer any question or concern

### Coordinating Your Care >>>

You will be scheduled two initial visits with our staff in the following areas to get you started with your care.

#### First Visit

Check-in – Registration/ Sign up for MyChart

Financial Counselor – HMAP application

Counselor Visit & Triad Health Project

Laboratory Visit – Blood Draw

#### Second Visit

Provider Visit

Pharmacy Visit – Medication Review

Medication Assistance

Social Media Outreach

Check out – Follow up appointments made

### Protect Your Partner >>>

PrEP is Prevention in a Pill. Taking a once-daily pill can reduce the risk of your partner contracting HIV by 90%

Through the generous support of the Cone Health Foundation, RCID is able to provide PrEP free of charge to 40 patients annually who qualify based on financial need

# Navigating the Cost of Your Care

Our staff are here to help you Monday – Friday to determine what programs you may qualify for to cover the costs of your care. To expedite the approval process, bring with you; proof of residency, 1 month of current paystubs, last year's tax return, & W-2,

### HMAP (ADAP)

RCID receives funding from Parts B, C and of the Ryan White Program to cover the costs of your care at RCID.

Re certification applications are due by JANUARY 31st (coverage period of April-September) and JULY 31st (coverage period of October-March) in order to prevent delays in medical benefits or gaps in coverage

To find out more about what services are covered at our clinic or if you qualify, please contact our office at (336) 832-3279 and ask to speak to Kathy, our Financial Counselor

### Medication Assistance

We are happy to navigate through the process of finding programs to help with the cost of your prescriptions.

Our office has relationships with many different companies to try to support every financial situation with getting your medication

To find out more about what medication assistance programs you qualify for please contact our office at (336) 832-3264 and speak with Ashley, our Medication Assistance Specialist.

### Billing Questions

Medical billing can be very confusing and you may receive bills that you are not able to figure out. Maybe something was billed to you that you believe insurance would cover. Sometimes it was a simple error and we are here to help figure that out with you!

If you need help identifying, understanding or if you need something re-filed to your insurance, you can bring the statement to our office at (336) 832-3264 and speak with Ashley, our Billing Specialist.

### Financial Assistance

Since our inception, Cone Health has provided exceptional care for everyone in our community, regardless of ability to pay. When your health care costs are more than what you can afford, count on Cone Health to work with you to create a feasible payment plan

To determine if you qualify for Financial Assistance or a hardship Settlement you can call patient Accounting at (336) - 832-8014



### We are with you every step of the way >>>

You are not alone. You are now part of the RCID family and we are with you every step of the way. RCID was designed to be a one-stop shop for all your HIV medical services. Besides your clinical care, we offer Mental Health & Substance Abuse Counseling, Dental Clinic, PrEP Clinic, a Home Health Nurse, Bridge Counselors, Research, Transportation Assistance, Food Pantry, Medication Assistance and Referrals to other Medical Specialist. Additionally, we can connect you with our community partners THP, CCHN and others to assist with housing. STI testing & treatment, support groups, legal services and more. We also collaborate with our Consumer Advisory Board, (RCID patients) to ensure we are offering services to meet the needs of our community now and in the future. Welcome, we look forward to working with you.