



# FINDING a DOCTOR for Non-Students

**Note: This handout is for all international spouses, all international scholars and all international children.** All Duke students' basic health care needs are provided by the Duke Student Health Center. The annual Student Health Fee covers these services. This is the good news. The disappointing news is that the Student Health Fee DOES NOT cover health care for a student's family OR for a scholar and family.

**Health Care in the USA** is very expensive and quite different from other countries. The US has a pay-for-services system. This means that the individual is responsible for health care costs. *Without insurance*, an office visit to see a doctor for a minor illness can cost anywhere between \$100-\$200; pregnancy and delivery care can cost at least \$8,000; an appendectomy with 2 nights in the hospital can cost at least \$10,000. This is why you **must** purchase health insurance!

## So, how do you find a doctor for you or your family?

You must call to find out if a doctor is accepting new patients and then you make an appointment. It may take several weeks or more to see a doctor for the first time. It is wise to schedule a basic checkup for you, your spouse and/or children with a doctor soon after you arrive to Durham. That way, if anyone gets sick, it is much easier to get an appointment to see a doctor without delay. When searching for a new doctor, many people ask friends or colleagues for recommendations. For doctors associated with **Duke University Medical Center**, we suggest one of the clinics below or to find a clinic near your home you may search for one at the following webpage: <http://www.dukehealth.org/locations>

## Children and Adults

**Duke Family Medicine Center.** This clinic is within walking distance. Suggested for folks without cars. Location: 2100 Erwin Road, on the corner of Trent Drive. Call 684-6721 to make an appointment. Website: [http://www.dukehealth.org/locations/duke\\_family\\_medicine](http://www.dukehealth.org/locations/duke_family_medicine)

**UPDATE: SUMMER 2009.** This clinic was not taking new patients. Please call first to see if they have opened up the practice. If you are not a driver, then the only clinic within walking distance to Duke is Walltown Neighborhood Clinic. See backside of this handout for more information.

**Timberlyne Family Medical Center.** Convenient for those families living in Chapel Hill. 110 Timberhill Place, off of Weaver Dairy Road in Chapel Hill. Call 942-8500 to make an appointment. Website: [http://dukehealth1.org/facilities\\_locations/duap\\_timberlyne.asp](http://dukehealth1.org/facilities_locations/duap_timberlyne.asp)

## DUKE CLINICS IN DURHAM

### Adults Only

3024 Pickett Rd., tel. 490-9800  
6301 Herndon Rd., tel. 572-6095  
4020 Roxboro Rd, tel. 490-9800

### Children Only

3024 Pickett Rd., tel. 620-5333  
6301 Herndon Rd., tel. 572-6095

## Duke Urgent Care

If you become ill after 5pm or on weekends, we STRONGLY recommend going to the Duke Urgent Care center versus the Duke Emergency Room. WHY? Visiting an Urgent Care facility costs much less than visiting the Emergency Room, which will cost you at least \$500. Urgent Care facilities provide diagnosis, treatment and management of urgent medical conditions and minor trauma when a patient's primary care physician is unavailable. If you do not drive, you will have to take a taxi or ask a friend to drive you.

## **Duke Urgent Care**

**Hillandale Rd.** 1901 Hillandale Road Suite D, (919-383-4355) Hours: Everyday 8am- 8pm

**South Durham.** 5716 Fayetteville Rd. (919-575-1868) Hours: Everyday 8am- 8pm

For more information about Duke Urgent Care visit:

[http://dukehealth1.org/facilities\\_locations/duap\\_urgent\\_care.asp](http://dukehealth1.org/facilities_locations/duap_urgent_care.asp)

## **Dental and Eye**

Dental and regular eye check-ups are **not** included in many basic insurance policies. A visit to the Dentist for cleaning will cost at least \$150. A major dental problem will be much more costly. For information about dental care, see the International House handout, ***Finding a Dentist***. An eye check-up will cost at least \$80. In addition, patients must pay for prescription glasses. See the International House handout, ***Eye Exams and Glasses***.

## **For F-2 or H-4 without Health Insurance: A Less Expensive Option**

The one suggestion we have is to go to Lincoln Community Health Center or to the Walltown Neighborhood Clinic for your medical care. Lincoln Health Center and the Walltown Neighborhood Clinic (within walking distance to Duke) provide health care to citizens of Durham. If you do not have health insurance, fees are based on your annual income. We especially recommend Lincoln if you have small children who require frequent doctor visits for immunizations or minor illnesses, and your health insurance plan does not cover these expenses.

To obtain an appointment at Lincoln, you first must go for a screening appointment. When you call for a screening appointment, they will tell you what information you need to bring with you. We advise that you do this, *even when healthy*, in order to establish yourself, or your child, as a patient there. Bring your pay stub to show that your income is low enough to qualify for their services.

### **Lincoln Community Health Center**

1301 Fayetteville Street,

Durham, NC 27707

Adult & Children Appointments 956-4034

OB/GYN Appointments 956.4024

Dental Appointments 956.4038

### **Walltown Neighborhood Clinic**

815 Broad Street

Durham, NC 27704

Main Tel. 416-1254

HOURS: 8:15a – 4:30pm Monday-Friday

Closed for lunch from 12:30pm – 1:30pm

If you find yourself in hospital with a huge medical bill, one can apply for financial hardship through a Patient Care Representative. A Patient Care Representative will be assigned to you if you are admitted to the hospital. This is not a guarantee that you will be awarded financial hardship.

## **F-2 or H-4 visa holder with no health insurance???**

If you are here on an F-2 visa, we STRONGLY urge your spouse to sign you up for the Duke Student Health Insurance Family Plan. If you are here on an H-4 visa, we STRONGLY urge your spouse to sign you up for a Duke Employee Health Insurance plan.

## **Important Note for those who have health insurance from a non-US based company:**

It is the policy of the Duke University Medical Center not to submit insurance claims directly to non-US based companies. Unfortunately, this means that you may have to pay for health care first and then submit a claim to be reimbursed by your insurance company back home. If at all possible, try to find out about billing procedure, as well as any extra fees you may have to pay,

from your home insurance company prior to leaving your country and before making an appointment with a Duke doctor.