
Grievance Policy

The physicians, management and staff of Gaston Foot & Ankle Associates, PA support our patients' rights by providing a grievance process to respond to your concerns regarding quality of care and other issues regarding our practice.

We encourage you to contact us with your concerns. You may contact us verbally or in writing.

Verbal Grievance

Ask to speak with the administrator at 704-861-0425

Written Grievance

Write to us at:

Administrator

Gaston Foot & Ankle Associates, PA

251 Wilmot Drive

Gastonia, NC 28054



Office Policies

251 Wilmot Drive,
Gastonia, NC 28054
Phone: 704-861-0425
Fax: 704-861-0274

*Thank you for choosing
Gaston Foot & Ankle Associates!*

Website: www.gastonfoot.com

Welcome to
Gaston Foot & Ankle
Associates, PA

**The team at
Gaston Foot & Ankle Associates is
committed to the health and
well-being of all our patients.**

We hope you will find the following information informative and useful.

Gaston Foot & Ankle Associates is recognized as the preferred provider of foot and ankle medical and surgical care in the Gaston County region. We are committed to upholding the highest standards of medical care.

Office Hours:

Monday	8:30 am – 5:00 pm
Tuesday	8:00 am – 5:00 pm
Wednesday	8:00 am – 5:00 pm
Thursday	8:30 am – 5:00 pm
Friday	8:30 am – 5:00 pm

www.gastonfoot.com

Insurance Coverage

We welcome most insurance coverage including but not limited to: Medicare, Medicaid, Blue Cross/Blue Shield, Tricare, Cigna, Aetna, and Wellpath. If you are not insured, we offer affordable fees and flexible payment plans. Please be sure to bring your insurance card and referral if required by your insurer to your appointment.

Calls During Business Hours

If you need to contact a physician during business hours:

- Please leave a message on the medical assistant's voicemail.
- If the message is left in the morning, the call will be returned in the early afternoon.
- If the message is left in the afternoon, the call will be returned by the end of the day.

Your patience is greatly appreciated!

Cancellation/No-Show Policy

As a courtesy to our patients, an automated system will call to remind you of your appointment two (2) days before the scheduled date/time.

If you need to cancel an appointment, please give us 24-hour notice.

Your second no-show at our office will result in a \$25.00 no-show fee.

After Hours Emergencies

One of our physicians is on-call at all hours of the day. Please call the office number for on-call doctor information.

- If you call the doctor on call, please leave a message and your call will be returned as soon as possible.
- If your call is not an emergency, please leave a message on the office voicemail and your call will be returned the next business day.

Other Information

The following require a 24-48 hour turn around time:

- Prescription refill requests
- Medical record requests
- Copies of x-ray
- Disability forms and FMLA papers
- Orthotic refurbish

Please be aware that there is a charge for x-ray copies and refurbishing orthotics.

Privacy of Health Information

In accordance with the Health Information Portability and Accountability Act (HIPAA), Gaston Foot & Ankle has a policy to protect the privacy of your medical information. Please let the front desk know if you would like a copy.