

ECU Physicians

RAPID ACCESS

744-0555

Monday–Friday, 8 a.m.–5 p.m.

Sometimes, waiting days or even weeks to see a doctor simply does not meet your health-care needs. As a member of the East Carolina University community, you—as well as all members of your immediate family—now have the option of seeing a doctor for urgent general-care needs the same day you call.

Here is an overview of Rapid Access, a special benefit now being offered by ECU Physicians.

WHAT IS RAPID ACCESS?

Rapid Access is a health-care service that offers all East Carolina University employees and their immediate families same-day doctor's appointments for urgent general-care needs. ECU Physicians, the medical practice of the Brody School of Medicine at East Carolina University, operates the service. You receive expert care from the same physicians who compose the largest medical practice in eastern North Carolina.

WHO IS ELIGIBLE FOR THIS SERVICE?

Rapid Access is for all ECU faculty and staff members, as well as all members of their immediate families, regardless of age. Because Rapid Access is a service involving doctors from a number of practice sites within the ECU Physicians network, we will make sure you and your family members are directed to the right doctor.

HOW DO I TELL IF I NEED THIS SERVICE?

Do you have a nagging cough? A high fever that isn't coming down? Trouble sleeping? These and a host of other symptoms can fall under the "urgent-need" category. Essentially, if you feel the need to see a doctor immediately because of a general health concern, Rapid Access is for you. For specialty and emergency care—or to get medication refills or check on lab results—you will need to contact the appropriate health professionals elsewhere.

DO I NEED TO BE AN ECU PHYSICIANS PATIENT TO USE RAPID ACCESS?

No. Rapid Access is available to all ECU employees and their immediate family members, regardless of whether they are established ECU Physicians patients. Of course, we hope that once you experience the expert care of ECU Physicians during your visit, you will consider becoming a patient at the practice.

WHERE WILL I BE SEEN FOR MY APPOINTMENT?

Because Rapid Access is a service rather than a single location, you have the flexibility and the choice to be seen by providers at multiple locations within the ECU Physicians network. The offices that host Rapid Access visits are the same offices that host thousands of other visits by ECU Physicians patients year-round. You will have the opportunity to be seen at the first available site of your choice, although occasions will arise when you will have to go to another participating office.

CAN I REALLY BE SEEN THE SAME DAY I CALL FOR AN APPOINTMENT?

Yes. The purpose of Rapid Access is to provide you—as a member of the ECU community—the benefit of seeing a physician the same day you call during normal business hours should an urgent need arise. Please note, however, that there may be times when you will need to be seen the following morning depending on how late in the business day you call.

HOW WILL I KNOW WHERE TO GO FOR MY APPOINTMENT?

We want you to have a comfortable experience with ECU Physicians through its Rapid Access service, right down to knowing where to park. After you have made your appointment, we will send you an e-mail with detailed parking directions and a campus map to get you exactly where you need to go. You also can call us at xxx-xxxx if you have any questions. The Health Sciences Campus at ECU has plenty of patient parking near the buildings where you will be seen.

HOW DO I MAKE AN APPOINTMENT?

Call Rapid Access at 744-0555 between 8 a.m. and 5 p.m. weekdays.