

RALEIGH ORTHOPAEDIC

Pioneering Orthopaedics Since 1919

- Hand & Wrist • Shoulder & Elbow • Spine • Hip & Knee • Foot & Ankle •
- Pediatrics • Sports Medicine • General Orthopaedics • Total Joint Replacements •

Who to Call for What

Bradley K Vaughn, MD
Liz Fuller, PA ♦ Erin Hughes, FNP-C
Becki Peterson, RN ♦ Dee Moore, CMA ♦ Jackie Robbins, CMA
Brenda Edenfield, Surgery & Test Scheduler ♦ Nicole Pitcher, Secretary

Life-threatening emergency	Emergency Medical Service	Dial 911
Urgent medical questions	Triage Desk- 8am-6pm M-F Switchboard - nights and weekends	919-781-5600 ext. 5070 919-781-5600 to page the PA or MD
Urgent post-operative issues/concerns	Post-op hotline	919-719-3079 (leave message & on-call provider will call you back)
Non-urgent medical questions	Clinical Assistants: Becki Peterson, RN or Dee Moore, CMA	919-781-5600 ext. 5626 (voicemail only)
To schedule or change appointments	Appointments line	919-863-6808
Prescription medication requests	Prescription line	919-781-5600 ext. 5605
Insurance/Disability forms Any letters from Dr Vaughn	Nicole Pitcher, Administrative Assistant	Phone: 919-863-6864 Fax: 919-863-6821 Email: npitcher@raleighortho.com
To check on medical clearances, letters or records from other doctors	Becki or Dee, Clinical Assistant	919-781-5600 ext. 5626 (voicemail only)
To schedule Surgery, MRI or other diagnostic tests, pre-operative appointments	Brenda Edenfield, Test and Surgery Scheduler	919-863-6932
Surgery procedure billing codes and/or charge estimates	Christy Hill, Coder	919-863-6587
Insurance prior authorization questions	Erica Sutton, Pre-Certification Coordinator	919-863-6840
Raleigh Orthopaedic Clinic Billing and Account Balance questions	Raleigh Orthopaedic Billing Line	919-863-6920
Patient Account Liason, Non-Medicare patients only	Kari Taylor	919-863-6852
Medicare Case Manager	Kathryn Duncan, MSW, LCSW	919-863-6919
Raleigh Orthopaedic Physical Therapy Services	Raleigh Orthopaedic Therapy Services	919-781-4060
Raleigh Orthopaedic Surgery Center	www.raleighsurgerycenter.com	919-719-3070
Rex Hospital Billing Questions	Rex Billing Line	919-784-3382
Anesthesia Questions	American Anesthesiology	919-784-3034
Anything else	Raleigh Ortho switchboard	919-781-5600 or 1-800-358-5735

Phone 919.781.5600 • www.raleighortho.com

• CLINIC • SURGERY CENTER • URGENT CARE • MRI • THERAPY SERVICES • ORTHOTICS, PROSTHETICS & PEDORTHICS •

Raleigh Office
3001 Edwards Mill Road #200
Raleigh, NC 27612

Cary Office
222 Asheville Avenue #20
Cary, NC 27518

Garner Office
1325 Timber Drive East
Garner, NC 27529

North Raleigh Office
10880 Durant Road #300
Raleigh, NC 27614