

Our helpful Staff awaits you...

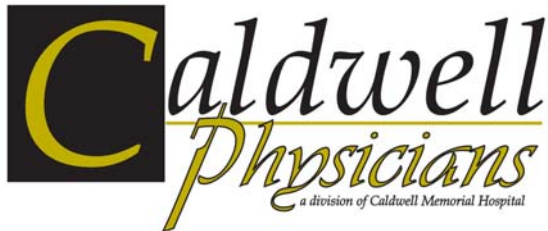


**Practice Manager Tammy Shew** is here to assure that your visit is timely and responsive. She and the entire staff are dedicated to making your visit in our office as pleasant as possible.



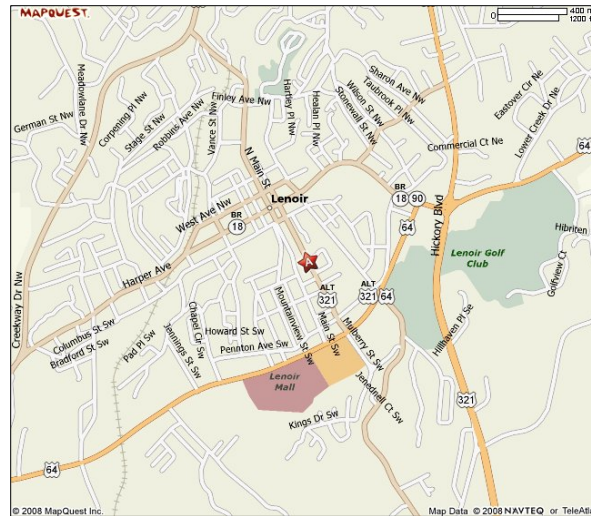
A team of Medical Office Assistants, Nurses, and Administrative Assistants will work with you in each step of the medical office visit process, assisting the physicians and you as needed. It is our privilege to be members of your healthcare team. We strive to deliver on our commitment to provide...

The Quality You Trust,  
The Caring You Deserve



Easy Access, Convenient Parking

Caldwell Urology Associates is conveniently located across the street from the hospital on Mulberry Street in Lenoir.



The Quality You Trust, The Caring You Deserve

828-757-5100

www.caldwellmemorial.org

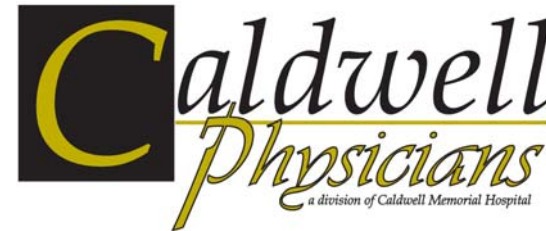
We welcome you as a patient to our practice.

## Caldwell Urology Associates

a division of Caldwell Memorial Hospital  
322 Mulberry Street SW  
Lenoir, NC 28645  
828.757.6431



Our physicians are members of the  
Active Medical Staff  
Caldwell Memorial Hospital  
and partners in the health of our community  
through this team of healthcare providers...



Meet our Physician...



## M. Brian Bauer, MD, FACS

Dr. Bauer is board-certified in urology by the American Board of Urologists. He is also a Fellow of the American College of Surgeons. Dr. Bauer received his Medical Degree from the University of Louisville School of Medicine and completed his residency at Naval Medical Center Portsmouth in Portsmouth, Virginia. He is a member of the American Urologic Association.

## How to Make an Appointment



Please call 828-757-6431  
Our office hours are:  
Monday - Friday: 8:00 am - 5:00 pm



### If you must cancel:

If you must cancel an appointment, please notify us in advance. That gives us the opportunity to offer the appointment to another patient who may need to be seen that day. A 24-hour notice is preferred. Cancellations within 1 hour of your scheduled appointment may be subject to a fee.



### Prescription Refills:

Please notify us during your office visit if refills are needed. If you need prescription refills between office visits, call your pharmacy and request they contact our office. Please allow at least 24 hours for all prescription refills. Controlled substances will not be refilled after hours or on weekends and must be refilled by your primary care office.

## Getting Lab Results:



You will receive a written result for most laboratory tests. If changes need to be made to medications or if further testing is needed, one of our medical staff will contact you directly.

### What to bring to my first appointment:

Bring co-pay/coinsurance payment, all current medications, and your current insurance card(s).

## Filing Your Insurance Claim

We are a participating provider with most major insurance plans. It is your responsibility to ensure that your insurance carrier is among our participating plans.



### The Patient's Responsibility for Co-Pays and Deductibles

All co-pays and deductibles are due at time of treatment.



## Frequently Asked Questions

### If I need a physician after hours, what do I do?

For non-emergent situations call the Caldwell Memorial Hospital operator at 757-5100 and request to have Dr. Bauer paged.

### If I am hospitalized who will manage my care?

Dr. Bauer will manage your in-patient care.

### If I have a medical emergency who do I call?

In a medical emergency, call 911.

### Who do I call with questions about my bill?

Call the central billing office at 828-757-5070.

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