

Our helpful Staff awaits you...

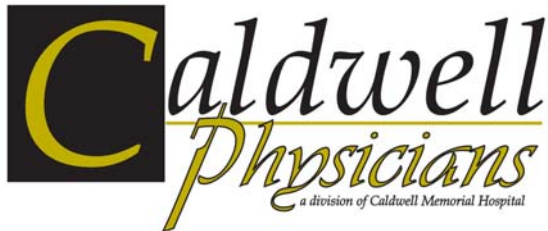


Practice Manager Karen Holden is here to assure that your visit is timely and responsive. She and the entire staff are dedicated to making your visit in our office as pleasant as possible.



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**

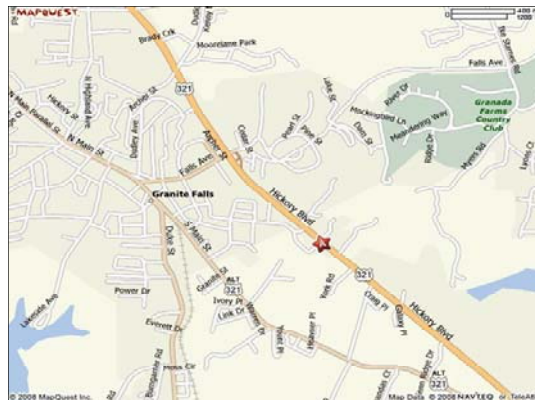


Easy Access, Convenient Parking

Our office is conveniently located on Hickory Blvd (US 321) in Granite Falls in The Falls Medical Park.

From the North, take 321 South, pass under the Falls Avenue overpass and turn right onto Woodlane Street (in front of The Captain's Galley). Turn left immediately past the restaurant onto Timber Brook Lane to The Falls Medical Park. Go around to the South side of the building to our office on the lower floor.

From the South, take 321 North and turn left past The Captain's Galley onto Woodlane Street. Turn left immediately past the restaurant onto Timber Brook Lane to the Falls Medical Park. Go around to the South side of the building to our office on the lower floor.



The Quality You Trust, The Caring You Deserve

828-757-5100

www.caldwellmemorial.org

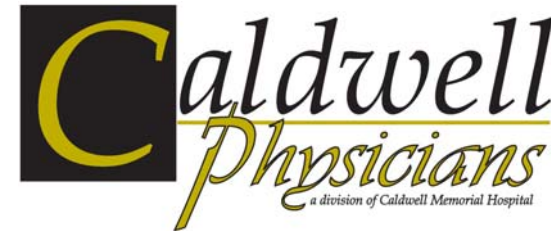
We welcome you as a patient to our practice.

The Falls Pediatrics

a division of Caldwell Memorial Hospital
4355 Hickory Blvd., Lower Suite
Granite Falls, NC 28630
828.757.5050



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 Practitioners...



David L. Masters, MD
Dr. Masters attended medical school at East Carolina University and completed his residency training in Pediatrics at Duke University Medical Center. Prior to joining The Falls Pediatrics, Dr. Masters worked with Mulberry Pediatrics and was the owner of Southfork Pediatrics. He is proud to be working again with Caldwell Physicians.

Danielle Silva, MD

Dr. Silva attended medical school at the University of Louisville and completed her pediatric training at Devos Children's Hospital in Grand Rapids, MI. Dr. Silva and her family moved to Caldwell County during the summer of 2007. She is a part-time pediatrician and enjoys working with the families of Caldwell County.



Duane W. Kresge, RN, PNP
Duane is a seasoned pediatric nurse practitioner with over 25 years of nursing experience. After receiving certification as a pediatric nurse practitioner, he served 6 years at Seymour Johnson AFB and 13 years as the head pediatric nurse practitioner at Goldsboro Pediatrics. Duane has been with Southfork Pediatrics/The Falls Pediatrics since spring of 2005.

How to Make an Appointment



Please call 828-757-5050

Our office hours are:

Monday - Friday: 8:00 am - 5:00 pm

Saturday: 9am - Noon

(Saturday hours subject to change)



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, please call us 3 to 4 days prior to needing a refill to allow time for processing. Please do not wait until you are completely out of medication to request a refill. Controlled substances will not be refilled after hours or on weekends and must be refilled by your primary care office.

Getting Lab Results:



If you have not received a call from us within 48 hours from the time the blood work was drawn, please call our nurses line at 828-757-5059.

What to bring to my first appointment:

Please bring:

- all of your current medications
- your current Medicaid card or insurance card(s)
- all completed paperwork sent to you from our office
- any medications requiring refill.

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 emergencies, go directly to the emergency room. For non-emergent situations call our nurses line at 1-877-514-6672. If the nurse is unable to answer your questions, an on-call physician will return your call.

If I am hospitalized who will manage my care?

Dr. Masters and Dr. Silva have admitting privileges to Caldwell Memorial Hospital (CMH). If you see them in our office and need to be admitted, they will admit you directly from the office to CMH. While in the hospital, you may be seen by the Pediatrician on-call. If you are admitted through the Emergency Room, you will see the Pediatrician on-call.

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?

You may call our office for questions about your bill at 828-757-5050 or the central billing office at 828-757-5070.

