

Matthews Internal Medicine Office Hours

Monday-Friday

8 a.m. – 5 p.m.

****Excluding holidays****

After Hours and Weekend Call Policy

If an emergency should arise, we ask that you be seen at your nearest Urgent Care or Emergency Room.

- We are also part of the NC Health Information Exchange Authority (NC HIEA) where participating providers have access to patient care summaries.
- Patients can also log in to the Matthews Internal Medicine Patient Portal where you can share your labs, care summaries and medical history with the urgent provider.

Non-Urgent Direct Access to Our Providers After Hours and Weekends:

Please login into your Matthews Internal Medicine Patient Portal to send your message/question.

- **** This is for established patients only****
- **** Portal Messages are sent directly to the physicians to respond with a turnaround time within 24 hours or sooner either by return message or phone call****
- **** This is not a Nurse Triage or Medical Assistant responding. No prescription refills will be sent after hours or weekends. This is not for Urgent needs or any medical condition requiring an appointment****
- **** Appointments can be made with your provider thru the patient portal for the next business day****

Matthews Internal Medicine Patient Portal Link

<https://11758.portal.athenahealth.com/>