



1 Buffalo Ave NW, Suite 201  
Concord, NC 28025  
Phone: (980) 859-2230  
Fax: (980) 206-4155  
Email: [info@peakwellclinic.com](mailto:info@peakwellclinic.com)

## Welcome to Our Office



## Office Hours:

Our office is open:

Monday to Thursday from 9:00 am to 5:00 pm.

Fridays by Appointment.

Saturdays 9:00am to 1:00pm.

We are closed on Sundays.

## Things to Remember:

Please remember to bring your insurance card, ID, a list of all current medications and supplements.

We are located in the old Locke Mill here in Concord.

Parking is available in the parking lot on the Church St side of the Locke Mill Building. Please enter through the Locke Mill Office Tower entrance with the green awning at the top of the ramp. Once inside go through the double doors on the right and we are the first office on the right. New patients are encouraged to arrive 10-15 minutes prior to their appointment time so our front-end staff can verify your insurance benefits and new patient paperwork.

Please remember that any co-payments are due at the time that services are rendered. We do not bill for co-payments. We will contact you and bill for any amount your insurance deems as part of your insurance deductible. For your convenience, we accept all major credit/debit cards and personal checks.

If you do not have insurance or if your insurance does not cover the service provided (example: weight loss program visits) payments are due at the time that services are rendered. We accept all major credit/debit cards and personal checks. A self-pay discount may be available for those who qualify.

If you are unable to pay for your care up front please speak with the practice manager prior to your visit to see if you qualify for one of our sliding scale fee plans or pre-payment plans.

If you become sick or need a psychiatric care appointment please call (980) 859-2230 and our front desk assistant will provide you with the best day and time to come to the office.

Same day call-in visits are limited, and will be given to patients requiring the most urgent care. Same day call-in visits will require additional waiting time as patients with

appointments will have priority. Please work with our front desk staff to minimize your waiting time and facilitate our work.

Telehealth: Due to the Covid 19 pandemic our practice has increased its use of telehealth appointments. The appointments can be provided via audio/visual link (ZOOM) or via phone as appropriate. Please note that some medical and mental health appointments must be completed in person.

If you cannot keep a scheduled appointment, please call us and cancel at least 24 hours in advance.

Inappropriate conduct anywhere on the premises will not be tolerated.

Referrals to specialists: You are responsible for knowing what your insurance requires prior to seeing any specialist. It is recommended that you contact your insurance prior to submitting your request. Please call us at least two weeks in advance to request your referral. Once the referral is ready, we will contact you to let you know it has been processed and you will be receiving a call from the specialist's office to set an appointment.

Medication refills: Request these during your office visit or during regular office hours. You can also leave us a message after hours and we will return your call as soon as possible.

FMLA/Disability forms: Please be aware that these forms take significant time to process. We may also charge a document processing fee for the forms. Please help us in providing the most accurate information possible for the forms. All determinations are made solely by the employer and any short-term disability insurance company they are contracted with and not determined by Peak Wellness Clinic, PLLC its staff or providers. We can fax or email completed forms to the appropriate parties for processing. Please be aware it may take up to 5 business days to process these forms. A copy of the signed and completed form will be kept in your patient file and you may request a copy for your own records. We strive to process all record requests for SSI and SSDI within 3 business days after we receive them. Please contact the practice manager or provider with any questions.

After hours – You may call the office line at (980) 859-2230 at any time. If the request is not urgent such as to schedule an appointment or a non-urgent questions these may be left on the voicemail. If you are experiencing a mental health crisis or have an urgent question regarding medication please follow the prompts on the phone message to be transferred to the provider. If you are experiencing a medical emergency or a mental health crisis that cannot be effectively handled over the phone please dial #911 or visit

your local Emergency or Urgent Care facility. As a recommendation check with your insurance if there is a choice of hospital or urgent care facility to see which one they prefer.

Here at Peak Wellness Clinic your whole body and mind health is our goal

## Contact Information:

Family Medicine and Psychiatric Health Provider: Sabina Benel, DNP, PMHNP, FNP-BC

Practice Manager/Referrals/Medical Records/Billing: Danielle Delgado  
Danielle can be reached by calling (980) 859-2230 or via email: [danielle.delgado@peakwellclinic.com](mailto:danielle.delgado@peakwellclinic.com)

Front Desk and Medical Assistant: Patricia Silverio  
Patricia can be reached by calling (980) 859-2230 or via email: [info@peakwellclinic.com](mailto:info@peakwellclinic.com) or [patricia.silverio@peakwellclinic.com](mailto:patricia.silverio@peakwellclinic.com)