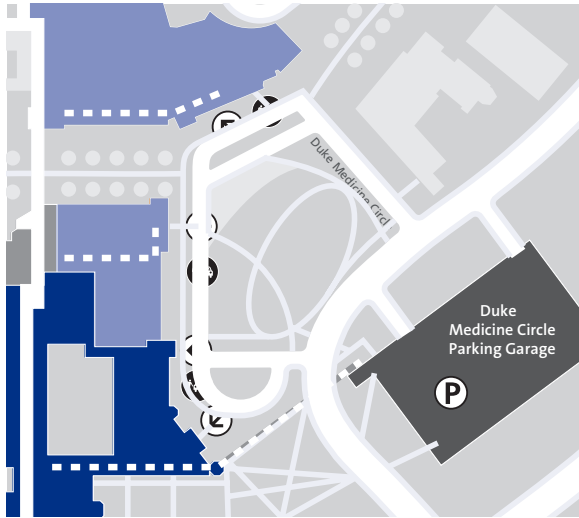


Map of Duke Clinic



Duke Clinic

40 Duke Medicine Circle
Durham, NC 27710

DukeHealth.org/DukeClinic

For GPS directions please use:
200 Trent Drive, Durham, NC 27710

Hours to Note

Duke Clinic Food Court

6:30 a.m. - 4:00 p.m.

Banking

9:00 a.m. - 5:00 p.m.

Duke Clinic Gift Shop (Pink Smock)

9:00 a.m. - 5:00 p.m.

Duke Outpatient Pharmacy

8:30 a.m. - 6:00 p.m.

Patient and Visitor Relations

If at any time you have questions or concerns about the care you or a family member are receiving, do not hesitate to speak with your nurse or health care provider. If you feel your issue was not resolved, please call Patient and Visitor Relations at 919-681-2020 and select Option 3 to speak with a patient advocate.

Share your feedback! Let us know how we are doing. We encourage you to share your feedback when you receive your electronic or paper survey form from Press Ganey.

Smoking is prohibited everywhere in the Duke Clinic and on the grounds of Duke University Health System.



DukeHealth

Duke Clinic

40 Duke Medicine Circle
Durham, NC 27710

DukeHealth.org/DukeClinic



Welcome

Duke Clinic consists of multiple specialty clinics in a single building off of Trent Drive. Please allow plenty of time to park, locate the building and arrive at the clinic. Duke Clinic is approximately a quarter of a mile from the nearest parking deck.

Please note that appointments may be subject to being rescheduled upon late arrivals.

Parking

Parking Garage I (Duke Medicine Circle Parking Garage)

- Located on Trent Drive.
- You are responsible for the cost of parking.
- The parking garage is priced at an hourly rate.
- There is a fee associated with a lost ticket.



Pay Stations - available 24 hours a day

- Keep your parking ticket with you after you park.
- Pay for parking before you return to your car.
- Pay stations are located in the parking deck and on level two of the Duke Clinic.
- Pay stations accept cash and all major credit/debit cards.
- You have 20 minutes to exit the garage after paying.

Valet Parking Services

- Available at the front entry to Duke Clinic.
- Valet parking is priced at a daily rate.

Shuttle Services

A **shuttle service** is available to take you to the building entrances around Duke Medicine Circle. Look for a white van that says “Duke Patient Shuttle” in blue letters.



- The information desk attendant can provide assistance with shuttle service between 6:30 a.m. and 6:00 p.m.
- For pick up at the Parking Garage I (Duke Medicine Circle Parking Garage) pick-up location please call: 919-681-2718 or 919-613-1907. The Parking Garage I (Duke Medicine Circle Parking Garage) pick-up location is on the sidewalk of Trent Drive at the elevator end of the garage.
- A separate shuttle service is available to some off site clinics. Please ask about this service at the Duke Clinic information desks.

Guest Services

The **Concierge Services Department** is available to help patients and their families while visiting Duke Clinic. They may be reached at 919-681-4947. Their hours are Monday - Friday, 8:00 a.m. - 5:00 p.m.

Information about the services below can be found at Duke Clinic Information Desks:

- Transportation
- Dining
- Special services including fitness clubs, sporting events, laundry services, pet services and special requests

Billing/Registration

For billing questions, please call 919-620-4555 or 1-800-782-6945.

- Please have your health insurance card and personal identification card with you when checking in.
- You may receive more than one bill for your visit – a clinic fee and/or a provider fee.

Duke MyChart

Duke MyChart offers safe online access to your medical records. You may:

- Schedule and book appointments.
- View and pay your bills.
- Request a prescription renewal.
- Send messages to your health care team.
- View lab and test results.
- View your child's or other family member's health information.

If you have questions about Duke MyChart, please contact Duke Customer Service at 919-620-4555 or 1-800-782-6945.

