REFERRALS
 Depending on your insurance, you may need a referral to see another provider or have a test done. Without a referral under these plans, you will be billed for these additional services. To request a referral, call the office and select the referrals option. Provide name, date of birth, the specialist you plan to see or test you need to have done, the reason for the referral, your insurance company, the name of your primary care provider, and your day and evening phone numbers. All referral requests must be made at least 3 business days in advance. Referrals will be sent electronically to the specialist, or you can pick up completed referrals during our hours of operation. Referral hours are 8:00 am – 4:45 pm.

PRESCRIPTION REFILLS
 Please ask for prescription refills during your visit with your primary care provider. If you will run out of medication and have no refills left before your next appointment, call the pharmacy where you filled the medicine at least 1 week before you run out. Once the pharmacy has your information, they will contact our office for approval. This process will take 3 business days to complete. Requests for narcotics or new medications will not be filled over the phone. This requires an appointment.

MEDICAL RECORDS
- For copies of medical records, you will need to complete and sign a Medical Records Release Form.
- Your release form will be sent to a central medical records office and may take up to 4 weeks to process.
- Urgent requests for copies, such as shot records for school, physician exams for work, etc, will be provided for a fee.

Important Information

FORMS
If you need forms filled out, bring them with you at the time of your appointment. There will be a $10 fee for forms dropped off without an appointment and a $5 fee for faxes. Please allow 2 weeks for completion.
Office Hours

**Monday Tuesday Thursday Friday**

**Morning** 8:15 – 11:30 am
**Afternoon** 1:15 – 4:30 pm
**Evening** 5:00 – 7:30 pm

**Wednesday**

**Morning** 9:00 – 11:30 am
**Afternoon** 1:15 – 4:30 pm
**Evening** 5:00 – 7:30 pm

**Saturday**

**Morning** 8:15 – 11:30 am

After Hours and Holidays

For urgent matters after hours, please call our office at 215-955-7190.
Our answering service will take your name and phone number and have one of our clinicians contact you as soon as possible. If you have a life-threatening emergency, call 911.

Office is Closed on the Following Holidays

- New Years Day
- Martin Luther King, Jr. Day
- Memorial Day
- July 4th
- Labor Day
- Thanksgiving Day
- Christmas Day

Notes:

- Clinicians vary on Saturday Sessions
- On January 4, 2016, the Geriatrics Division moved to Walnut Towers
- Don’t forget to ask for your clinical summary!!!