

PATIENT INFORMATION HANDOUT

These guidelines have been established to allow quality care to all our valued patients.

1. CLINIC OFFICE HOURS

8:00 a.m. to 5:00 p.m.	Monday thru Friday
9:00 a.m. to 12:00 noon	Saturday (except Holidays)

2. WALK-IN IMMUNIZATIONS & BLOOD PRESSURE CHECKS

8:45 a.m. to 11:30 a.m.	Monday thru Friday
2:00 p.m. to 5:00 p.m.	Monday thru Thursday
2:00 p.m. to 3:30 p.m.	Friday

3. ACUTE CARE WALK-IN CLINIC (for established patients only)

8:00 a.m. to 9:30 a.m.	Monday thru Friday
9:00 a.m. to 11:30 a.m.	Saturday

4. LAB TESTS - By appointment for the following times, Monday thru Friday

8:00 a.m. to 12:50 p.m.	Monday thru Friday
2:00 p.m. to 4:30 p.m.	Monday thru Friday

5. ROUTINE MEDICATION REFILLS

This will be done Monday thru Friday from 8:00 a.m. to 4:30 p.m. Please do not call the office for prescription refills. Call your pharmacist to request a prescription refill to avoid delay. We highly recommend that you request prescription refills 3 business days in advance so that you receive your prescriptions on time. If you have no refills remaining, your pharmacist will contact our office for further refills.

If you need written prescriptions, please request those 3 business days in advance. Inform us if you need a 30 day or 90 day supply.

If your insurance company requires prior approval for your medication, please allow two weeks, as these are very complex and require us to contact your insurance company and request approval.

6. PAIN MEDICATIONS, SLEEPING PILLS, NERVE PILLS, or OTHER CONTROLLED SUBSTANCE DRUGS

Pain medications, sleeping pills, nerve pills, and all other Controlled Substance drugs will only be refilled 8:00 a.m. to 3:30 p.m., Monday thru Friday. **THERE WILL BE NO EXCEPTIONS.** Requests for refills must be requested 3 business days in advance. When picking up prescription you will be required to provide your photo ID and will be asked to sign for the prescription. If another individual is picking up the prescription the patients photo ID, photo ID of the person picking up the prescription, and a written signed note from the patient authorizing the person picking up the prescription is required. The authorized person will be asked to sign for the prescription. No exceptions to this policy are allowed.

7. PATIENT PORTAL

We strongly encourage you to register and use our patient portal to request appointments, request prescription refills, request we send you laboratory test results, office visit clinical summaries, and other test results. To enroll go to the following web site link: <https://8042-1.portal.athenahealth.com> or visit our web page at www.albanyim.com. If you need help or technical support please call toll free (888) 909-3029 and a staff member will be more than happy to help you over the phone.