

NEW PATIENT

Welcome to Harborview Internal Medicine. We look forward to meeting you at your upcoming appointment. Enclosed is a Record Release Form please send or hand deliver this to your **former** primary care physician. In order for our caregivers to render quality care, we **must** receive your previous records. If your records are not received by the time of your appointment, we reserve the right to reschedule your appointment.

PRESCRIPTION REFILL REQUEST

If you need a refill please call 877-5510, 72 hours in advance(Monday thru Friday). We do not call in routine prescriptions after hours or weekends. Let us know the name of the medication, dosage, quantity and the name/phone number of your pharmacy. Narcotics and pain medications will not be prescribed after office hours.

TESTS

In general, our office will call you with abnormal lab/test results. The physician may need further lab work, a repeat exam to change your treatment plan, or require you to follow up in the office. For most **normal** lab/test results you will be advised via mail.

INSURANCE

Please check with us prior to seeing the doctor to make sure we accept your insurance plan. This is especially important when you have had a change in insurance carriers. Our physicians are primary care physicians, therefore, some insurances may require you to make us your PCP in order for us to treat you.

PAYMENT

All insurance co-payments are due at the time of the office visit. If you fail to comply with this policy your insurance company will be notified and you may be dismissed from their program.

Payment in cash, check or credit card is expected at the time of service.

If you have no insurance, **full** payment is due at the **time of service**.

OFFICE VISITS

Office visits are made by appointment only. We try to accommodate everyone's needs. We are unable to facilitate walk-in appointments.

The nature of our practice is to give our patients the best possible care and service. Please be assured that you will be attended to as promptly as possible and will be given the same careful attention as those who came before you. **To help us maintain accurate records, please bring a list of your medications or your bottles of medication in with you to each office visit.**

MEDICAL FORMS

There is a \$5.00 fee for completing most medical forms that do not require an office visit.

PHONE CALLS

Please remember that our staff is highly skilled and can assist you in your health care. They will return calls as soon as possible.

AFTER HOURS/WEEKEND CALLS

Please limit after hour and weekend calls to emergency calls.

If you feel the symptoms warrant a prescription or it is a life threatening situation, go directly to the Emergency Room. No refills will be done after hours.

TEST/REFERRALS

We will schedule tests that are ordered by our providers. We will also schedule your first appointment with the specialist. Should you require follow up appointments with a specialist you may schedule that with their office directly for your convenience.

It may take up to a week to schedule your appointments/tests, however, we will notify you of these appointments via mail or phone call. Some tests need to be authorized through your insurance company.

Should you require a paper referral please notify us at least 72 hours (Monday thru Friday) in advance to complete the appropriate paperwork.

Thank you for choosing our highly qualified providers and staff for your health care and the care of your loved ones.

HAMOT

HARBORVIEW INTERNAL MEDICINE

**215 Holland Street
Erie, PA 16507
(814) 877-5510**

**Gary E. Pasqualicchio, DO
Neam Saleh, MD
Genevieve Co-Faustino, MD
Carrie Knipe, PA-C
Chris Conn, CRNP**

PATIENT INFORMATION ON OFFICE POLICIES

We have established some policies to help provide our patients with the best quality of care in the most timely manner.

Office Hours
Monday – Friday
8:30 – 5:00 p.m.