

Our Health Care Team

In addition to your PCP, other health professionals involved in your care may include an obstetrician/gynecologist, nurse practitioner, sports medicine physician, social worker, case manager, clinical pharmacist and behavioral health professionals.

Teaching and Learning

Some of the physicians you may see at HFM are medical residents. These doctors have completed medical school and are undergoing advanced training in family medicine under the supervision of an attending doctor. At times, medical or nurse practitioner students may be working with your doctor or health care provider under his or her supervision. We believe that this educational involvement improves your care.



Office Hours

Monday-Thursday: 8:30 am to 9 pm
Friday: 8:30 am to 5 pm
Saturday: 8:30 am to 12 noon

The office telephones are regularly forwarded to the answering service for lunch, most often between noon and 1:30 pm and for supper from 4:30 pm to 5:30 pm. One of our doctors is always available for emergencies. If the office is closed, you will be directed to our after hours answering service.

After Hours Emergencies

For medical emergencies that cannot wait until regular office hours, call 911.

To speak with one of our doctors after office hours, please call our answering service at **585.723.6526**.

New Patients

Please call **585.279.4889** to schedule your first appointment.

Direct office suite telephone numbers

Suite 300: **279.4700** Suite 600: **279.4620**

Suite 400: **279.4600** Suite 700: **279.4740**

Suite 500: **279.4720** Suite 800: **279.4640**

New patient appointment line: **279.4889**

Highland Family Medicine

777 Clinton Avenue South
Rochester, NY 14620
www.HighlandHospital.org

HIGHLAND
HOSPITAL



MEDICINE *of* THE HIGHEST ORDER

HIGHLAND HOSPITAL



Family Doctors

Caring for you and your family.

Highland Family Medicine



Welcome

Thank you for choosing Highland Family Medicine (HFM) for your health care. We are proud to offer comprehensive patient-centered care for your entire family, from newborns to older adults. Highly qualified, compassionate, and devoted staff will take the time to get to know you and your family. Our diagnostic skills and treatments are based on the latest medical research and on your individual needs.

Family Medicine

You and your family will be seen by a family doctor as your primary care physician (PCP) at Highland Family Medicine, in one of six office suites. Each suite has doctors, nurse practitioners, registered nurses, medical assistants and secretaries offering you information, treatment and the tools you need to stay healthy.





Complete Care for Children

We provide care for children of all ages. Care for newborns will begin in the hospital, shortly after delivery. Your baby born at Highland Hospital will be seen by one of our physicians. Babies born at other hospitals will be cared for by that hospital's staff physicians but we will be updated on the baby's medical status. Please arrange for your baby's first visit to our office prior to going home from the hospital.



We provide comprehensive routine check-ups for children. Please note that in order to treat children, we need a parent or guardian present. Permission may be given to another adult with a written note. Unattended children may not be left in the waiting room or exam rooms.

Preventive Care

Our focus is on keeping you healthy. That starts with immunizations in childhood and includes regular check-ups and screenings throughout your lifetime for cholesterol, heart disease, diabetes, cancer, osteoporosis and more. We are here to help you when you are ill, but also to help you find out the information you need to make the best choices for living a healthy life and taking care of your family.

Hospital Care

Adults who need hospital care are treated by your family doctor at Highland Hospital, where you can rely on state of the art medicine and compassionate, patient-centered care. Highland is well-known for comprehensive orthopaedic services, women's services, a nationally ranked geriatrics program, a regional leading gastric bypass surgery center, cancer care, cardiology, neurology, and much more.

Contacting Our Office

When calling your suite, our secretaries will greet you and direct you to the appropriate person. Your nurse can answer questions about your health care problems, minor illnesses, some lab results and other issues between your visits. If you require a call from your doctor, a message will be left for him or her to call you.

Test Results

Any test results that are notable or abnormal will be reviewed with you in person at your next visit or by telephone, if necessary. Please ask your doctor about his or her policy for discussing routine test results. You may also choose to receive your test results using the patient portal option that can be accessed on your computer. Please go to www.patientportal.urmc.edu for more information about the **Allscripts Patient Portal** system.

Making an Appointment

Patients are seen by appointment. You can schedule an appointment by calling your office suite during normal business hours, or using our electronic Patient Portal.

Please arrive 15 minutes before your appointment to allow time for check-in. Please bring your insurance card and photo ID with you at each appointment. We know that illnesses occur unexpectedly, and we try to keep appointment times flexible to meet your needs. Urgent care appointments for our patients are available as the schedule permits, but you may not be able to see your usual doctor. Our team approach to your healthcare makes it possible for us to respond to your medical and scheduling needs.

Cancellations

If you are unable to keep your appointment, please contact the office at least 24 hours before your scheduled appointment time. If you repeatedly do not call or do not show up, we will not be able to continue your care.

Prescription Refills

Please try to ensure you have enough refills to last you to your next appointment. If you need a prescription refill between appointments,

please have your pharmacy fax the request to your doctor. We cannot process prescription refill requests after 5 p.m. or on weekends. Processing routine or ongoing medication refill requests may take up to five (5) business days. If your insurance company requires completion of prior approval information, you may be asked to make an appointment.

Forms

Please submit all forms with your printed name, date of birth and signature already completed. Forms that require a medical decision, such as disability forms, or prior approval forms that may require a change in medication, will require an appointment. School physical forms will be completed if you have had a check up in the last year. Some forms may require an appointment and may take up to 7 business days to complete.

Insurance Coverage and Billing

We accept most insurance plans; we encourage you to check with your insurance carrier if we are participating providers prior to your appointment. Please bring your insurance card each time you visit.

Co-payments and any outstanding balances will be collected at the time of your visit. We accept cash, check, money order or credit card. If you fail to pay your co-payment at time of your visit, you will be billed for the outstanding balance.

Uninsured patients may be able to take advantage of the Charity Care Assistance Program, which can cover office visit costs. Please ask to speak with our staff for additional information. If you do not have insurance coverage, a social worker is available by appointment to help you with insurance options.



Comprehensive Care for Women

A special benefit of family medicine is that women will see the same care team for routine health care as well as specialized care including breast cancer screening, pap smears and care during pregnancy and delivery. This is important because your team will know your unique physical and emotional needs and design treatment plans just for you.

If you are pregnant or considering a pregnancy, please know that your Highland Family Medicine physician can care for you during pregnancy and deliver your baby at Highland Hospital Family Maternity Center. The top choice for Rochester area families to welcome their new addition, Highland's Family Maternity Center offers private birthing suites, on-site perinatal center, 24/7 anesthesiology coverage, special care nursery, breast feeding consultant, parenting classes and more.

