Office Information and Policy

RHEUMATOLOGY
825 Old Lancaster Road, Suite 470
Bryn Mawr, PA 19010
PH 610.525.4463 FAX 610.527.2854

For NEW PATIENTS: **Please contact our office if you are unable to make your appointment**.
There will be a **$75 charge** if you fail to do so **at least 24 hours** prior to your appointment
- **Arrive 15 minutes early** to allow for time to complete the various forms required for registration and insurance
- **Check in at the main desk** just outside the 4th floor elevator at the front of the building

What to bring:
You will need **photo identification** (e.g. driver's license) and **insurance card(s)**
Be prepared to provide your medical history including a full list of your current medications with doses
COMPLETE AND BRING THE **INITIAL VISIT FORM** TO YOUR APPOINTMENT. Please do not mail it to us.
Please bring copies of all relevant **test results** (x-ray report, blood tests, etc.) and office notes or confirm that we have all the necessary information for our consultation

Directions: **Bryn Mawr Medical Arts Pavilion, 825 Old Lancaster Road, Suite 470, Bryn Mawr, PA 19010**
From I-476 (Blue Route): take exit 13 (Villanova/St. Davids) - go right/east on Lancaster Ave(Rt. 30) for 2.5 miles towards Bryn Mawr. Follow the signs for Bryn Mawr Hospital and turn right onto Bryn Mawr Avenue. Turn right at the traffic light onto Old Lancaster Road. The Hospital and the Parking will be on your left, and our building will be on your right at 825 Old Lancaster Road, Suite 470 (4th floor)
From City Avenue: head west on Lancaster Avenue for 4 miles into Bryn Mawr. Turn left onto Bryn Mawr Avenue and then right onto Old Lancaster Road and follow the directions above
From West Chester: take Rt. 3 east - go left onto Bryn Mawr Avenue in Newtown Square (look for Dunwoody Village on right). Follow directions to Bryn Mawr Hospital. Turn left at the light past the hospital onto Old Lancaster Road and follow the directions above

Office hours / Appointments: **Mon - Wed: 8 am – 3:30 pm** **Thursday: 9 am – 4:30 pm** **Friday: 8 am – 12 pm**
**closed for lunch daily 12 pm – 1 pm (phones answered by service)
Please make every effort to be on-time for your scheduled appointment, and be prepared that you may need to reschedule if you are more than 5-10 minutes late as our office usually runs on schedule

Physician call hours : **Mon - Wed: 8A- 2P** **Thurs: 9A – 3P** **Fri : 8am – 11am**
Patients may call during office hours to leave a message with our staff; alternatively, you may leave a recorded message when the office is closed. Please provide your name, phone number, and the nature of your problem / request. Physicians answer messages throughout the day and usually call that same day, but unfortunately cannot specify a precise callback time. Non-urgent messages left after office hours and on weekends will be returned the next business day. Please provide 24 hours notice if canceling an appointment.

On-call service for emergencies:
One of the rheumatologists in the group is **on-call 24 hours/day everyday** to handle urgent calls. Simply **call our main number (610-525-4463)** and you will be directed to call **our Answering Service** which will ask for your information and then page the doctor on-call. If you do not receive a callback within 45 minutes, please call again since the doctor may not have received the page.

Prescription Refills:
To obtain a prescription refill, please **contact your pharmacy** to have a request sent to our office. **No refills outside of office hours**. Please allow 24 - 48 hours for prescription requests.

Parking Options: **Multilevel Parking Garage** next to Bryn Mawr Hospital that connects to our building via a bridge walkway

Fees / Billing: Business Office phone # 610-527-3800. Please pay all co-pays (if applicable) at time of visit