



Office Information and Policy

RHEUMATOLOGY

955 Haverford Road, Suite 200

****986 E Railroad Ave for route guidance****

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

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: 955 Haverford Road, Suite 200, Bryn Mawr, PA 19010 For route guidance, use: 986 E Railroad Ave

The parking lot is best entered from Railroad Ave near County Line Road.

From I-476 (Blue Route): take exit 13 (Villanova/St. Davids) - go right/east on Lancaster Ave(Rt. 30) towards Bryn Mawr. Turn right onto County Line Road. Pass the Wawa on your right. At the next light, turn left to stay on County Line Road. At the next stop sign, turn right onto Railroad Avenue and the parking lot entrance will be on the right.

From City Avenue: head west on Lancaster Avenue towards Bryn Mawr. Turn left onto Old Lancaster Road. After the curve to the right, turn left at County Line Road. At the next intersection, turn left onto Railroad Ave and the parking lot entrance will be on the right.

From West: take Rt. 3 east (West Chester Pike) - go left onto Bryn Mawr Avenue in Newtown Square (look for Dunwoody Village on right). In Bryn Mawr, turn right at the Wawa onto Haverford Road and then left at the next light onto County Line Road. At the next stop sign, turn right onto Railroad Avenue and the parking lot entrance will be on the right.

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 phone 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 text 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 text.

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.

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