

## **Calling with Questions or Problems or Refills:**

The quickest way to reach us with questions or problems is to **call our office:**

**Latham:** (518) 370-7937

### **REGULAR BUSINESS HOURS – WHEN THE OFFICE IS OPEN**

If you think you might need to be seen in the office that day or it is an emergency, make sure the person taking the message is aware.

Some examples of these urgent things are:

- Bleeding in pregnancy
- Labor
- Leaking of water
- Decreased fetal movement
- Severe pain
- Acute illness

These calls will be marked high priority and one of the advanced practitioners or doctors will call you back shortly. If it is a routine question or a refill request, you should hear back from the provider by the end of the day.

### **AFTER HOURS OR THE WEEKEND**

If you think you may need to be seen in the hospital or emergency room or talk to someone about an urgent or emergent problem, please call our office number, and you will be connected to the answering service. Once the answering service operator takes your information, one of the providers will get back to you. If you do not hear back in 20 minutes, try calling again because the message might not have gone through. **Please do not call with non-urgent or refill requests after hours.**

### **CONTACTING US ELECTRONICALLY**

You can send a message through **Follow My Health**.

**\*\*\*Please do not send urgent or emergent calls electronically. We may not see the message if the addressed provider is out of the office.\*\*\***

You can send quick questions electronically about medications or routine lab results. However, if you think you need to have a conversation about something, **please call the office directly.**