

OPEN ACCESS SCHEDULING

To Our Patients:

We are committed to providing the highest level of care and convenience for you and your family. In our continuing efforts to make our practice more accessible to you for both urgent and routine care, we have adopted an **OPEN ACCESS SCHEDULE**.

OPEN ACCESS will eliminate having to wait days or even weeks for an appointment and will allow us to serve you when you need to be seen. In most cases, when you call us first thing in the morning, we will be able to schedule you with your physician the same day whether it's an emergency, a routine check-up, or anything in between!

Here's how it works:

1. Call as early as you can on the day you want to be seen. Our phones are open at 8:00AM, Monday through Friday. Just call our main phone number **412-749-6806**.
2. When you call, let our staff know which provider you'd like to see and they will let you know what's available. Then you decide if that works for you. In most cases, you will be able to call in the morning and be seen the same day, but if your call is later than 9:00AM or if one of our physicians is out, we might need to see you the next day. If this happens, you will be given the option of a scheduled appointment the next day or the option of calling another day.
3. For your next appointment, we'll give you an appointment card indicating when you need to call us, so you'll still have a reminder.
4. For future services, we will have a limited number of appointments available if you need to schedule your next appointment, but these would need to be scheduled months in advance.
5. If we ordered any blood tests or other tests, please be sure the tests are performed at least one to two weeks prior to your appointment so we can discuss the results at your visit.
6. As always, please bring your medications, driver's license, and your insurance card to your visit along with any forms you may need to have filled out. Be sure to complete your portion of any forms before your appointment.

We hope you find our **OPEN ACCESS** system to be convenient and efficient. We welcome your comments so that we may better serve you and your family.

Sincerely,

Michael A. Karp, M. D. Donna J. Craig, M. D. Kathleen M. Osten, M. D.
Lawrence A. Notaro, M.D. Mary Ann Kopec, CRNP

PHYSICIAN SCHEDULES (schedules may vary on occasion. Physicians may be in Edgeworth or Freedom Square):

Dr. Karp: **Edgeworth:** Monday, Tuesday, and Thursday **Freedom Square:** Wednesday and Friday

Dr. Craig: **Edgeworth:** Monday, Wednesday, Thursday and Friday

Dr. Osten **Freedom Square:** Monday, Tuesday and Thursday

Dr. Notaro: **Edgeworth:** Monday, Tuesday, Wednesday, Thursday and Friday

Mary Ann Kopec, CRNP: **Edgeworth:** Monday, Tuesday, Wednesday, Thursday, and Friday