

From routine pediatric well visits to Medicare annual wellness exams, we are here to treat the healthcare needs of your entire family. If you have a family member interested in becoming a patient, we can provide all the necessary paperwork.

## **IMPORTANT POLICIES**

Patients currently under our care should be seen once per year or at the physician's discretion. When patients are ill, they should be seen by a physician. Medications will not be called into a pharmacy without an appointment for an acute illness.

Patients arriving late for their scheduled appointments may be asked to reschedule. We ask our patients to arrive at their scheduled appointments 15 minutes early with the following information:

- Insurance card and photo I.D.
- Co-payment
- All medications in their original bottles

## **FINANCIAL INFORMATION & POLICIES**

A fee is charged to any patient who fails to keep a previously scheduled appointment. An administration fee is routinely charged when injections are given by our office. We cannot guarantee your insurance will cover this fee.

A fee may be charged for any documentation requiring a physician's signature. Payment plans can be arranged by request. Any unpaid balances will be sent to collections.

All fees are due at the time of the visit. We do not bill for co-payments. We accept cash, checks and credit cards (including Visa, Master Card and Discover).

## **CONTACT INFORMATION**

**HVMG Primary Care - Ellwood City**  
*Sharon Dawso, MD*  
Franklin Plaza, 273 Rt. 288  
Ellwood City, PA 16117  
Tel: 724.773.8388  
Fax: 724.773.8390

**ConvenientCare**  
Monday - Saturday, 8:00 am - 8:00 pm  
Sunday, 8:00 am - 4:00 pm  
Tel: 724.773.4681

**Laboratory Draw Site**  
Monday - Friday, 7:00 am - 3:00 pm  
Tel: 724.773.4682

**Diagnostic Imaging**  
X-ray  
Monday - Saturday, 8:00 am - 8:00 pm  
Sunday, 8:00 am - 4:00 pm  
Tel: 724.773.4682

Mammography, DEXA, Ultrasound,  
Mobile Imaging  
By appointment only  
Tel: 1.866.901.4624

**Heritage Valley Sewickley Hospital**  
Tel: 412.741.6600

**Heritage Valley Beaver Hospital**  
Tel: 724.728.7000

**Heritage Valley Billing Office**  
Tel: 724.773.6804

[www.heritagevalley.org](http://www.heritagevalley.org)

Request a CareCard: 724.773.8383

## **HVMG Primary Care - Ellwood City** **Sharon Dawso, M.D.**



**HERITAGE VALLEY**  
**MEDICAL GROUP**

PRIMARY CARE - ELLWOOD CITY

## REFERRALS

If you require a referral, please give us at least seven (7) business days to process a routine referral. Emergency referrals will be processed the same day. Most insurances do **NOT** pay for referrals requested retroactively.

## TEST RESULTS

We routinely contact patients who have abnormal test results. You can obtain a copy of most test results on Health Link Patient Portal.

*Our practice orders immunizations, laboratory and/or other tests based upon the medical needs of the patient. We cannot guarantee that these services will be covered by your insurance. Please contact your insurance if you have any questions about your coverage.*



## PRESCRIPTION REFILLS

*Routine prescriptions and prescriptions for narcotic medications will not be ordered after business hours or on the weekends.*

Please contact the office at least one (1) week before you expect to run out of your medication.

For the efficiency and safety of the information, please leave a detailed message by answering all of the questions on the appropriate Telephone Option. Our clinical staff will contact you with any questions.

## HEALTH LINK PATIENT PORTAL

Simply provide us with your email address and follow the link when it arrives in your In-Box!

What you will find on Health Link:

- Test Results
- Medication Renewals
- Pharmacy Preference
- Online Bill Paying
- General Health Information
- Wellness Tips
- and Much More!

For more information visit our website at [www.heritagevalley.org](http://www.heritagevalley.org) or send an email to [healthlink@bvhs.org](mailto:healthlink@bvhs.org).



## OFFICE HOURS & SCHEDULING AN APPOINTMENT

**Monday, 8:00 am - 4:30 pm**

**Tuesday, 9:00 am - 6:30 pm**

**Wednesday, 8:00 am - 4:30 pm**

**Thursday, 8:00 am - 1:00 pm**

**Friday, 7:30 am - 4:00 pm**

Call us Mon, Tues, Wed, & Friday between the hours of 9:00 am - 4:00 pm; Thurs between the hours of 9:00 am - 12:00 pm.

Primary Care-Ellwood City offers Same Day Scheduling. We ask that you call early to schedule any same day appointment time.

Whether you need an acute visit for an illness or a physical for work or school, we will do everything possible to see you the same day you call! Call Early!

In the event of a life-threatening emergency, please call 911 or proceed directly to the nearest emergency room.

**AFTER HOURS:** To reach the physician for emergency services after normal business hours, please call the number above and listen to all of the instructions.

*No medication refills will be completed after hours or on weekends.*

