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**HERITAGE VALLEY**  
**HEALTH SYSTEM**

## **Heritage Valley Medical Group-Endocrinology**

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Thank you for choosing Heritage Valley Medical Group - Endocrinology.

### **PATIENT VISIT AND TREATMENT GUIDELINES**

1. Appointment Time – Please arrive 15 minutes before your scheduled appointment time. This provides us ample time to be sure any necessary paperwork is completed prior to your appointment. If you are 20 or more minutes late for your scheduled appointment, you may be asked to reschedule. We will see you as close to your scheduled appointment time as possible or offer for you to wait to see if there is a cancellation or an open appointment slot.
2. Appointment Cancellation – If you are unable to keep your appointment, please give at least 24 hours notice. Please be aware that our office does have a no-show policy. No shows may result in a patient being discharged from the practice.
3. Prescriptions – We will electronically submit prescriptions after each visit. Make sure to inform us of any pharmacy changes so that we can ensure there is no lapse in medication refills needed. Please indicate if the medication to be refilled is for a 30 day or a 90 day supply.
4. Prescription Refills – Please allow 3 business days for your refill to be processed. If you have not been seen in the office as recommended by your physician, you may be asked to come in for an appointment in order for the medication to be refilled. We want to ensure we are providing quality care to all our patients.
5. Prior Authorization for Testing – Testing ordered at your appointment today may require prior authorization from your insurance company. Please do not schedule any test requiring an authorization until our office staff has had the opportunity to obtain the appropriate referral. Our office staff will reach out to you when we have the authorization approval. Failure to have authorization may result in you receiving a bill.
6. Advanced Beneficiary Notice (ABN) – If you present to our office for an appointment and do not have current insurance information, you will be asked to sign an ABN. An ABN, also known as a waiver of liability, is a notice that you may be responsible for payment.
7. Health Link – Heritage Valley Health Link Patient Portal allows you to easily and securely communicate online with your practice for non-emergent care needs. [www.heritagevalley.org/healthlink](http://www.heritagevalley.org/healthlink). This allows you to send a secure message, request a prescription renewal, and request an office appointment. You can also view your lab and radiology results, discharge summaries, visit summaries, patient information, and much more! For Health Link support, you can email [healthlink@hvhs.org](mailto:healthlink@hvhs.org) or you can call 724-773-8344.

### **Heritage Valley Medical Group – Endocrinology**

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