

## IMPORTANT POLICIES

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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

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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

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935 Thorn Run Road, Suite 201  
Moon Township, PA 15108  
Tel: 412.749.6826  
Fax: 412.749.6827

Heritage Valley Sewickley Hospital  
Tel: 412.741.6600

Heritage Valley Beaver Hospital  
Tel: 724.728.7000

Heritage Valley Billing Office  
Tel: 724.773.6802

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

HVMG Primary Care - Moon Township  
**Vidhu Sharma, M.D.**



HERITAGE VALLEY  
MEDICAL GROUP

PRIMARY CARE - MOON TOWNSHIP

## 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

*No medication refills will be completed after hours or on weekends. Pain medication management will be referred to a Pain Management specialist.*

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!

To obtain a HVHS Care Card, call 724.773.8383. For more information visit our website at [www.heritagevalley.org](http://www.heritagevalley.org) or send an email to [healthlink@hvhs.org](mailto:healthlink@hvhs.org).

## OFFICE HOURS

Whether you need an acute visit for an illness or a physical for work, we are here to meet your healthcare needs.

### Physician Availability:

Mon. – Fri., 8:30 am to 4:00 pm

### Telephone Hours:

Mon. – Fri., 8:00 am to 4:00 pm

\*Calls not taken during lunch hour

### Appointment Hours:

Mon. / Wed. / Fri., 8:30 am to 4:00 pm

\*Same Day Sick appointments are available

**AFTER HOURS:** To reach the physician for after hours emergency services, please call our office and listen to the instructions.

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

