

## Emergency/Contact Information Outside of Scheduled Visits

You may need to contact a clinician outside of your regularly scheduled visits in a variety of situations. Please read the following guide carefully so that you can get the response you need.

- If you need immediate care you should go to your local emergency room, call **911**, or call the Suicide and Crisis Lifeline at **988**.
- For immediate, non-emergency, after-hours support you may contact the local crisis hotline, Center for Community Resources, at **1-800-643-5432**. They offer 24-hour, 7 days-a-week, listening and referral service.
- If you need emergency support after business hours but are not in immediate danger, you can call the on-call therapist cell phone at **(814) 360-8435**. One of our clinicians will call you back as soon as possible. Please be aware that by using our on-call service, you are permitting the clinician on call to share information with your regular clinician(s). ***Please do not use this number regarding questions for your psychiatrist or nurse practitioner.***
- If you have a question for your clinician, call **(814) 867-9755** to reach the voice mail system. If you know the voice mail number you can enter it, or you can listen to the menu. Clinicians usually check their voice mail every day. Your prescribing clinician will provide contact options in the voice mail greeting depending on your level of urgency.
- If you need to change your appointment time, please call **(814) 867-0670** first to inform the scheduling staff. You can call after hours and leave a message on the general voice mailbox by pushing the # key.
- Prescription Refills: Please ask your prescribing clinician for any needed refills at the time of your appointment. For SunPointe Health prescribers, you may leave a message on the nurses' voicemail, at **(814) 272-3120**, for medication refills and questions. Requests for refills need two business days' notice. All medications will be called in to your pharmacy within 48 hours of your request. If a refill is needed in less than 2 business days, a small fee may be charged. No refills will be given after hours or over the weekend. A prescription request left on Friday should be completed by the end of the day the following Tuesday.
- Your satisfaction is important to us. If you wish to give feedback about the care you receive in this office we ask that you speak to your clinician at any time, or Michelle Wharren, Administrator, at (ext. 402), about your concerns.

**Please retain this document for your files.**