



WELCOME TO PENTAHEALTH AT MT. AIRY FAMILY PRACTICE!

What is PentaHealth at Mt. Airy Family Practice?

PentaHealth at Mt. Airy Family Practice is a medical center dedicated to providing high quality medical care to our community. Family medicine is a specialty which covers all ages, sexes, each organ system, and every disease.

Mount Airy Family Practice was founded in 1989. In 2021, Mount Airy Family Practice joined **PentaHealth**, a medical group that brings together independently-run, physician-owned medical practices together. PentaHealth handles our billing, so if you receive invoices, they will come from "PentaHealth."

How do I schedule and manage my appointments?

Our online portal allows patients to easily schedule and manage appointments, as well as receive routine lab results. Appointments can be made in advance (for routine visits or physicals) or on the same day. Patients can also make appointments by phone. **New patients should call the office to schedule their first appointment.**

There is a \$25 fee for missed appointments, or for appointments cancelled with less than 24 hours' notice.

Do you have Walk-In Hours?

For established patients, we offer non-appointment walk-in hours for acute, single-issue visits. This service is not for physicals or chronic care management, such as diabetes check-ups.

What if I have a medical issue outside of office hours?

If you have a medical emergency, please call 215-848-6880 to be connected to our paging system. You will receive a call back from one of our medical care providers within 45 minutes. Please reserve use of our emergency system for sudden changes in health that require immediate assistance. Please ensure that your phone will receive calls from restricted phone numbers. This service is not for medication renewals.

How are fees handled?

Payment is expected at the time of service by cash, credit card, or check. A \$6 fee is applied to any late payment.



How are specialist referrals handled?

We usually use specialists affiliated with Chestnut Hill Hospital. Referrals are sent electronically and may be requested through our Portal. In most cases, it is best to see one of our medical care providers first to see if a referral is necessary.

What if I need to be admitted to the hospital?

Our medical providers are on staff at Chestnut Hill Hospital, but they do not make hospital rounds. If you require hospital care, hospital physicians will care for you and communicate with us.

What about Emergency Room visits?

If you have an emergency that requires *immediate* medical attention, please use (if possible) the emergency room at Chestnut Hill Hospital, 8815 Germantown Ave. Your insurance company will review your emergency room visit at a later time.

What if I need a form completed?

Most forms will be completed in 1-2 weeks. There is a minimum \$5 fee for the completion of any form. Please note that for any physical forms, you must have had a physical in the prior year. Forms will not be completed for patients with outstanding account balances.

How can I obtain medication refills?

We ask that you bring all of your medication bottles to every visit. We make every attempt to prescribe ample medications until your next routine visit. You should never need to phone in for refills. If you have used your last refill for a chronically required medication, you may be asked to come in for a visit before a renewal will be given.

How do I receive my lab results?

We notify patients of lab results through our online portal, by phone, and by letter. All labs are reviewed daily and anything abnormal will be addressed. If results are normal, or not urgent, we will send the results through our online portal, or by letter (for patients without portal accounts) within 3 weeks. Please do not call for test results unless you have not received notice after one month of your test date.

We do not draw labs ordered by specialists. You may contact us to find out where to go.