Welcome to our practice. Please keep this brochure for future reference. We welcome your comments and suggestions.

Scheduling an Appointment
Our patients are seen by scheduled appointment times only. If you are unable to keep your appointment, please call and cancel at least 24 hours prior to your scheduled time so that we may use that appointment for another patient.

Please note: you will receive an automated reminder approximately three days prior to your appointment for your convenience.

Medical Records
Unless your primary care physician (PCP) is requesting records, you will need to sign a release of information authorization form to obtain records. Please call 412-864-2070 (voice mail) and leave your name and where you want the release sent. You may also print a form from our website.

Lab and Test Results
Please allow two weeks to receive results. You may want to obtain access to UPMC Healthtrak (https://myupmc.upmc.com) so you can view most results yourself via this secure site.

Specialty Testing
Reclast infusions, Thyrogen injections, and Dynamic Endocrine Testing are only performed in the Falk office.

Fees and Insurance
Please bring your insurance information to each office visit. Notify our office staff immediately if there have been any changes in your name, address, telephone number, and/or insurance coverage, as well as if your primary care provider changes.

All co-payments will be collected at the time of your visit. We accept cash, checks, MasterCard, Visa, Discover, and American Express.

IMPORTANT: The Falk office is designated as a hospital-based clinic (HBC). You will receive separate bills from the hospital and the doctor or other medical provider. Based on the services provided and your specific insurance benefits, additional out-of-pocket expenses may be incurred (i.e., co-pay, co-insurance, annual deductible).

We recommend you check with your insurance company directly regarding how your insurance coverage works in this setting.

If you have concerns about paying your bill, please talk to the financial counselor to discuss the financial options available.

Financial Counselor
412-432-5500 or 1-800-854-1745

If you have questions after you receive your bill, please contact the customer service department at 1-888-647-9600.

Patients with Diabetes
New patients are expected to meet with the Diabetes Educator. Please allow two to three hours for your first appointment with the physician and educator.

To get the most out of your appointments, please remember to bring your meter or log book.

Did you know?
✓ Through UPMC HealthTrak, not only can you review your test results, but you can also request prescription refills and appointments.
✓ You should always get your bone density tests performed at the same facility to allow a statistically valid comparison between studies.
✓ The Multi Thyroid Clinic (MTC) allows access to endocrinologists, radiologists, and surgeons, all under one roof. This coordinated care approach expedites diagnosis and treatment of thyroid cancer and other thyroid diseases.

Ask us about...
✓ Participating in research projects to advance treatment.
✓ Opportunities to contribute to fund raising efforts.
**Telephone Options**
The office telephone number is **412-586-9700**.

Press **#1** to **schedule** or change an appointment.

Press **#2** for a **prescription refill**. Refills will be phoned in within three business days. Press 1 for Endocrinology or 2 for Diabetes. (Voice Mail). You will be asked to leave the following information:

- Your name (please spell)
- Your date of birth
- Telephone number where you can be reached
- Name and telephone number of pharmacy
- The name of the medication you wish to have filled
- Medication dosage, frequency, and quantity.

Press **#3** for our mailing address, fax number, or direction hotline number.

Press **#4** to leave a message for a **nurse**. Press 1 for Endocrinology and 2 for Diabetes.

Press **#5** to reach a **medical secretary**.

Press # to repeat the menu.

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**UPMC Center for Diabetes and Endocrinology**

Phone: (412) 586-9700  
Fax: (412) 586-9724

Falk Medical Building (HBC)  
3601 Fifth Ave., Suite 3B  
Pittsburgh, PA 15213

Monroeville Endocrinology  
600 Oxford Drive, 2nd Floor  
Monroeville, PA 15146

South Hills Endocrinology  
733 Washington Road, Suite 204  
Pittsburgh, PA 15228

UPMC Mercy Health Center  
1515 Locust Street – Fifth Floor  
Pittsburgh, PA 15219

Mt. Nebo Family Health Center  
259 Mt. Nebo Point Drive  
Pittsburgh, A 15237

**Office Hours:**  
Monday – Friday  
8:00 AM to 4:30 PM

様々 Please keep this brochure for future reference.  

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**Center for Diabetes and Endocrinology**

Ph: 412.586.9700  
Fax: 412.586.9724

Web-site link for commonly used forms:  
[http://www.upmc.com/Services/endocrinology/Pages/Forms.aspx](http://www.upmc.com/Services/endocrinology/Pages/Forms.aspx)