

Contacting Your Team

During Normal Office Hours:

Call your regular office (see below) Monday through Friday, 8:30 AM – 5:00 PM.

After Normal Office Hours:

Outside normal office hours, you can still call the office for urgent matters and an on-call provider will return your call.

Grace Family Medicine

• *Phone: (585) 235-2250* 340 Arnett Boulevard Rochester, NY 14619

Joy Family Medicine

• *Phone: (585) 697-0004* 918 N Goodman Street Rochester, NY 14609

For serious Emergencies:

Call 911 or go to the nearest Emergency Department.

For Non-urgent Matters:

Use the Patient Portal to send messages electronically for medication refills, appointment requests, test results, referrals, and non-urgent clinical questions.

Access the **Patient Portal** at www.hb-health.org/portal

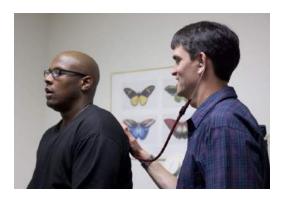
Our Services

- Comprehensive primary medical care and counseling for the entire family, including:
- Infant and Children's care for Well Child visits, immunizations, school physicals, ADHD evaluation and treatment, and illness care up to and including inpatient care at Strong Memorial Hospital if needed.
- Adolescent care, including sports physicals, illness care, and help working through adolescent adjustment issues involving emotional distress, sexuality, and drug and substance abuse.
- Women's Health and Maternity care, including family planning, prenatal care, delivery at Highland or Unity Hospitals, and postpartum care.
- Full Adult and Geriatric medical care for both acute and chronic illnesses, including evaluation, counseling, treatment, and referral (if needed) for common emotional disorders.



Visit us on the web at www.hb-health.org

I'm hurting! Where should I go now?



My His Branches
Health Services
Provider

OR

Urgent Care Center

OR

Emergency Room

?

This information can help you figure out where to go for medical treatment when you need it most.

WHO SHOULD I CHOOSE?

#1 My Regular Doctor's Office

EXAMPLES:

Common illnesses, when you or your child looks or acts sick:

- Fever, infections or flu-like symptoms
- Sore throats, coughs
- Back Pain or New Pain
- Nausea or Vomiting
- Anxiety or Depression

For problems that need care now like:

- Asthma
- Bladder infections
- Earaches or Headaches
- Gyn conditions, Discharges
- Injuries, minor burns, sprains, and cuts that need stitches

And, as always, for:

- Help with long term illness or conditions such as Diabetes, High Blood Pressure, Substance Issues
- Missed or irregular periods
- Prescriptions
- Checkups and shots
- School Physicals

#2 After Hours Urgent Care Center

EXAMPLES:

After Hours & Urgent Care Centers treat conditions when your Doctor's office is closed that aren't life-threatening but need to be taken care of right away.

- A badly sprained ankle
- Acute allergic reactions
- Possible broken bones
- Animal bites
- Acute abdominal pain

Before you go... call 235-2250 to see if we can help you

#3 Hospital Emergency Room

EXAMPLES:

Emergency Rooms treat severe and life-threatening conditions and are open 24 hours a day, seven days a week

- Chest pain
- When bleeding won't stop
- When breathing is very hard
- After a serious accident
- A serious head injury
- After a convulsion lasting more than 3 minutes
- Sudden or severe pain
- Stroke
- Other major trauma

Call us first!

If you're in doubt about which care facility to choose, it's always a good idea to call your doctor's office for guidance.

To speak with someone at His Branches Health Services during or after office hours call **585-235-2250** and they will help you.