

Green Hills HELPFUL TIPS **Direct Family Care**

OFFICE HOURS

Mon 8am-4pm | Tues 11am-7pm | Wed 8am-12pm | Thurs 8am-4pm | Fri 8am-4pm

IMPORT PHONE NUMBERS & EMAILS

During office hours: 610-530-9155

Dr. Corba: drkimcorba@greenhillsdfc.com

Sarah Schanck (Medical Admin. Assistant): sarah@greenhillsdfc.com

Text or call after office hours: 484-212-0073

GETTING IN TOUCH WITH DR. CORBA

• Please call 610-530-9155 during office hours if you need medical attention or an issue addressed that day. o If we don't answer the office phone, leave a message and we will get right back to you.

• After office hours Dr. Corba can be reached via email at drcorba@greenhillsdfc.com or via text/phone at 484-212-0073 for any needed **URGENT** medical attention.

• After 11 pm please call Dr. Corba with **URGENT ISSUES** (she will not hear text, email if she is sleeping!) *Non-urgent issues will be addressed within 24 business hours.

APPOINTMENTS

• 30 minutes for sick or routine follow up

• 60 minutes for complete physicals, PAPs, complex medical issues

• Because we schedule 30-60 minute appointments, our availability may not always meet yours. We appreciate your willingness to work with us to find an appointment time and to make adjustments in your schedule if necessary.

ADMINISTRATIVE ISSUES & MEDICATION REFILLS

• Please email Sarah Schanck at sarah@greenhillsdfc.com or call the office at 610-530-9155 • We require 48 hours notice for medication refill requests (we will always consider an emergency situation) We place in-house medication orders by Fridays at 12 NOON

• Please clarify medication name, dose, quantity or if you desire shipment at time of refill request. You will be contacted by email, text, or phone once your medication is ready for pick-up.

REPORTS

• Results from testing WILL ALWAYS be communicated to patients whether normal or abnormal.

• If you do not hear from our office within a week of having any testing done please email us.

BILLING

 Patients will be billed on Fridays for any meds, labs, imaging ordered during the prior week. • An invoice reflecting these changes will be emailed to each patient.

• All monthly membership fees will be billed on the first of every month. This charge will also be emailed to the patient as a receipt titled "Medical Services" and be processed from Wichita, KS.

> Kimberly Legg Corba, D.O. | 1150 Glenlivet Rd. #A17 Allentown, PA 18106 GreenHillsDirectFamilyCare.com