

## Your Guide to the Endocrinology Clinic's Automated Phone System

The Endocrinology Clinic utilizes an automated phone system to handle our incoming phone calls more efficiently and better manage your care. Here are a few tips to help you navigate the system:

- You can reach the Endocrinology Clinic at **(716) 845-5800**
- Our clinic hours: **9:00am – 1:00pm Monday/Thursday/Friday**
- **After business hours** call Roswell Park at **(716) 845-2300**

Once you are connected to the automated phone system you will be presented with the following options:

<b>Press 1</b>	<b>Appointments and schedule changes</b>
<b>Press 2</b>	<b>Prescription request/renewals:</b> You will be asked to spell your first and last name, provide your date of birth or medical record number (from your Roswell “green card”), state the name of your medication & give your pharmacy name & telephone number. <b>(Listen for the beep after each question)</b>
<b>Press 4</b>	<b>For any other questions</b>

If you do leave us a message Monday-Friday 8:00am-5:00pm, please speak slowly and clearly and include the following information:

- Your full name
- Your date of birth or medical record number
- Your doctor's name
- Your phone number where you can be reached during the day

**\*Emergency Calls: Please call 911 or go to nearest emergency room. \***