

How to Contact Your Roswell Psychiatry Team

The psychiatry automated phone system is designed to efficiently handle our incoming phone calls and get you to the person that can assist you the best.

Here are a few tips to help you navigate the system.

- You can reach our Center at **716-845-8214**
- Office hours: **8:00am– 4:30pm, Monday through Friday**
- **If you have a medical emergency or are having thoughts of suicide do not leave a message. Go to the closest emergency department or call 911.**

Once you are connected to the automated phone system you will be asked to:

- **Press 1 for appointments.**
- **Press 2 for prescriptions refills.** (Turn card over for more instructions on getting a refill)
- **Press 3 to speak with a nurse-** Please leave a brief message reporting your concern, along with your name, medical record number, and the contact number where you can be reached.

Please contact your doctor if you have any NEW symptoms, as they may want to evaluate the cause.

When you need a prescription refill, **do not call the pharmacy. Call the psychiatry clinic and press 2.** You will be prompted to leave a message. Please include the following information.

- ✓ First and last name
- ✓ Your telephone number
- ✓ Medical Record Number or date of birth
- ✓ Medication name
- ✓ Name and number of pharmacy

Refills of psychiatric medications will be sent on the day your clinic provider is in the office (either Thursday or Friday). **Please call 7-10 days prior to your refill being due.**

We will try to answer your telephone call within 24 hours (excluding off hours and weekends).

Do you need help now?

Crisis Services 24-hour crisis hotline: 716-834-3131

Erie County Warmline Call: 716-248-2941 or TEXT to 716-392-2221. Open daily from 4 pm to 11 pm, free for all callers. Confidential phone and text lines for people who are having difficulty coping with life experiences. Please note, this service is for non-crisis calls.

211 WNY: A free and confidential link to health and human services, available community resources for mental health, social, mental health, substance use and developmental disability services. **Call 2-1-1** or access their website at www.211wny.org.