

Genitourinary/Urology (GU) Center's Automated Phone System

The Genitourinary Center uses an automated phone system to handle our incoming phone calls more efficiently and to better manage your care. Here are a few helpful tips.

- You can reach the Genitourinary Center at **716-845-3159**
- Our office hours are **8:00am – 5:00pm, Monday - Friday**
- **After business hours, call 716 845-2300**

Once you are connected to the automated phone system you will have the following options:

Press 1	Appointments and schedule changes
Press 2	Prescription request/renewals: 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. (Listen for the beep after each question)
Press 3	If you are a doctor calling to speak with a Roswell doctor
Press 4	To speak with the nurse or for test results

If you leave us a message, 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
- phone number, with area code, where you can be reached

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