

ALBANY GASTROENTEROLOGY CONSULTANTS, P.C.

1375 Washington Avenue, Suite 101
Albany, New York 12206
Phone: 518-438-4483 Fax: 518-482-4201
www.albanygi.com

PATIENT INFORMATION

PRACTICE PORTAL

The Practice Portal is a secure Internet-based approach to patient communication. As a patient in our practice, you will be able to use the Practice Portal for a variety of tasks including appointment requests, prescription refill requests, contact your physician's nurse, update personal information, obtain test results, and request your medical records. In order to accomplish this, you will need to create a Practice Portal account. To do so, you will be given a Practice Portal PIN by our Registration staff. If we have neglected to give you one, you may ask any one of our Registration staff and they will be happy to provide this to you. You can also obtain a Practice Portal PIN on your personal computer, Smartphone, iPad, or tablet computer by going to the Practice Portal from our website: www.albanygi.com.

APPOINTMENTS

Appointment requests can be made by: (1) the Practice Portal; (2) calling the office between 9:30 and 4:30 Monday thru Thursday, and 9:30 to 4:00 on Friday. In order to better serve all of our patients' needs we request that you arrive 15 minutes prior to your scheduled appointment time. If you arrive greater than 30 minutes beyond your scheduled appointment time, your appointment may be rescheduled. Please be advised that three appointment no-shows may result in termination from the practice. Please be sure to bring your insurance card(s), a photo ID, as well as a detailed list of all of your medications (including any over the counter supplements) with you to each appointment. If you have any questions, please contact our office prior to the appointment.

PRESCRIPTION REFILLS

If you need a renewal for a current prescription, please (1) let your physician know at the time of your appointment; (2) go to our Practice Portal which can be located on our website at www.albanygi.com; (3) call your pharmacy, local or mail order, and ask that they fax a renewal request to 518-482-4338. Your request must be made where your prescription is currently filled. (4) You may also call our office at 518-438-4483 ext. 235 and leave a detailed message as directed. Except for extreme emergencies, we require two (2) business days (Monday thru Friday) to process your prescription. If you have any questions, please leave a message and a staff member will return your call. **PRESCRIPTION REFILL REQUESTS WILL NOT BE ADDRESSED ON THE WEEKEND.**

RECORDS RELEASE

A request may be made via the Practice Portal which is located on our website at www.albanygi.com. This request may also be made in writing, signed by the patient or legal guardian, and must have a return mailing address. The request can be faxed, mailed, or dropped off at our reception desk. All medical record requests will be mailed to the return address given within 7-10 days of our receiving this request unless requested through the Practice Portal which will expedite your request.

TEST RESULT NOTIFICATION

Test results - you will be notified either by mail or phone within 7-10 business days after your test. Please call if you do not hear from us after 10 business days. Abnormal test results will be called as soon as possible with further instructions as necessary.

LABORATORY SERVICES

Laboratory services are now available in the office Monday thru Friday, 7:30 a.m. – 5:00 p.m. If your lab work is ordered by your physician at the time of your visit, it will be drawn and processed in our office, or an appointment will be scheduled at a later date. If testing is not completed in our office, it will be sent to a reference lab.