

Office Locations & Hours

For your convenience, we offer two office locations - one in Middletown and one in Lebanon. Our Middletown office is open Monday through Friday 8:30 am to 5:00 pm. Please call 513.424.1440 or toll-free at 1.888.424.0017 to schedule appointments at either location.

We realize that situations may arise and may prevent you from keeping your scheduled appointment. So that we may assist all our patients in a timely fashion, if you must change or cancel your appointment, we ask that you notify us at least 24 hours in advance. We greatly appreciate your cooperation.

Calls & Emergencies

Please call our office with any medical questions or problems. Usually, our trained staff will be able to immediately answer your questions. If not, our staff member will communicate your question to your physician or, in his/her absence, to our on-call physician and return your call with further instructions or information as quickly as possible.

When you need to reach us or the physician on call after office hours, please call our main number at 513.424.1440 and follow the prompts to be connected to our answering service. If you do not reach the service via our main number, you may contact them directly at 513.420.5110. Please share with the service your name, telephone number where you can be contacted and the nature of your call. Our on-call physician will return your call and answer any questions you may have.

Prescription Refills

In an effort to streamline our services for you, we offer patients the opportunity to leave prescription refill requests on a secure voicemail. Please call our main telephone number and follow the prompts to leave a voicemail. This service is available anytime 24 hours a day. Should you require a refill, please listen carefully, and leave the required information including a daytime telephone number where we can reach you if there is a problem in completing your request. *Patients who are pregnant, or believe they are pregnant, are urged to call our office before taking any medication.*

Insurance

We participate in most major insurance plans. Please check with your carrier and call our office to confirm in advance of your appointment that your physician is considered "a participating provider" for your health plan. At the time of your appointment, we ask that you provide us with all of your demographic and insurance information. It's important to bring your current insurance card, driver's license and any required copay with you for your appointments. You may also wish to confirm your benefits coverage prior to receiving any service so that you understand any charges for which you may be liable.

Please remember that some insurers pay only fixed allowances for certain procedures or only a percentage of the total charges, and it is your responsibility to pay for any balance not covered. If you have questions, please feel free to discuss them with our billing office.

Most insurance companies require pre-certification or notification prior to a hospital admission, procedure, or diagnostic testing. Should you have questions about your benefits and coverage, please contact your insurance company in advance of any scheduled service to review your benefits and out of pocket financial responsibility.