

UPMC Center for Diabetes and Endocrinology

Welcome to the Center for Diabetes and Endocrinology. Please keep this brochure for future reference.

We welcome your comments and suggestions.

Scheduling an Appointment

Our patients are seen by scheduled appointment times only (no walk-in appointments are available). If you are not able to keep your appointment, please call and cancel at least 24 hours before your scheduled time so that we may use that time for another patient.

Please note: You will get an automated phone call around 3 days before your appointment as a reminder.

Medical Records

Unless your primary care physician (PCP) is asking for records, you will need to sign a release of information authorization form to get your records. You can print a form from our website (www.upmc.com/endoforms).



Phone: **412-586-9700**
Fax: **412-586-9724**

Office Hours:
Monday through Friday
8 a.m. to 4:30 p.m.

Website link for commonly used forms:
www.upmc.com/endoforms

Locations

Falk Medical Building
Hospital-Based Clinic (HBC)
3601 Fifth Ave., Suite 3B
Pittsburgh, PA 15213

Monroeville Endocrinology
400 Oxford Drive, Suite 100
Monroeville, PA 15146

South Hills Endocrinology
733 Washington Rd., Suite 204
Pittsburgh, PA 15228

Mt. Nebo Family Health Center
259 Mt. Nebo Point Drive
Pittsburgh, PA 15237

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**UPMC Center for Diabetes
and Endocrinology**

Your Care. Our Commitment.

Lab and Test Results

Please allow 2 weeks to get your testing results back. We recommend that you sign up for MyUPMC (myupmc.com). You can view most test results yourself through this safe site.

Specialty Testing

Reclast infusions and dynamic endocrine testing are only performed in the Falk Medical Building. Thyrogen injections are done at the Falk and South Hills offices.

Fees and Insurance

Please bring your insurance information to each office visit. Let our office staff know right away if there have been any changes in your name, address, telephone number, and/or insurance coverage, as well as any changes in your primary care provider.

All co-payments will be collected at the time of your visit. We accept cash, checks, MasterCard, Visa, Discover, and American Express.

IMPORTANT: The Falk office is designated as a hospital-based clinic (HBC). You will get separate bills from the Falk office/hospital and the doctor or other medical provider. Based on the services provided and your specific insurance benefits, there may be additional out-of-pocket expenses (e.g., co-pay, co-insurance, annual deductible). **We recommend that you check with your insurance company directly to find out how your insurance coverage works in this setting.**

If you have concerns about paying your bill, please call the office's financial counselor to talk about the available financial options.

Financial Counselor
412-432-5500 or 1-800-854-1745

If you have questions after you get your bill, please call our customer service department at **1-888-647-9600**.

Patients With Diabetes

To get the most out of your appointments, please remember to bring your meter or log book to every visit.

DID YOU KNOW?

- If you get your lab testing done at Quest or at a UPMC hospital, your results are received electronically; other locations send paper results, which take longer to process.
- Through MyUPMC you can look at your test results and also ask for appointments and prescription refills.
- You should always get your bone density tests performed at the same facility to allow a statistically valid comparison among studies.
- The Multidisciplinary Thyroid Clinic (MTC) gives you access to endocrinologists, surgery, and radiologists, all at one location. This coordinated-care approach allows for faster diagnosis and treatment of thyroid cancer and other thyroid diseases.
- The Multidisciplinary Diabetes Clinic (MDC) sees patients referred for team-based care of uncontrolled diabetes.

ASK US ABOUT

- Participating in research projects to advance treatment
- Opportunities to contribute to fundraising efforts



Telephone Options

The office telephone number is **412-586-9700**.

Press **1** to schedule or change an appointment.

Press **2** for a prescription refill. Refills will be phoned in to your pharmacy within 3 business days. Press **1** for Endocrinology or press **2** for Diabetes to get voice mail where you can leave a message. You will be asked to leave the following information:

- Your name (please speak slowly and spell out your name)
 - Your date of birth
 - Telephone number where you can be reached
 - Name and telephone number of the pharmacy you use
 - The name of the medicine you wish to have filled
 - Medicine dosage, frequency, and quantity
- Press **3** for our mailing address, fax number, or direction hotline number.

Press **4** to leave a message for a nurse. Then press **1** for Endocrinology and **2** for Diabetes.

Press **5** to reach a medical secretary.

Press **#** to repeat these telephone options.