

UPSTATE GASTROENTEROLOGY ASSOCIATES, PC
2200 BURDETT AVENUE - SUITE 205
TROY, NEW YORK 12180

William T. Robinson, MD
Christine M. Cooley, FNP
T: 518-272-0234
F: 518-272-0906

Barry Pronold, MD
William T. Robinson III, MD
T: 518-272-1199
F: 518-272-1216

Richard Eglow, MD
Ann Swezey, NP
T: 518-272-0800
F: 518-272-0843

PATIENT INFORMATION

APPOINTMENTS

Appointment requests can be made by calling the office between 9:00 – 5:00 Monday thru Friday. In order to better serve all of our patients' needs, we request that you arrive 15 minutes prior to your scheduled appointment time. 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 your medications (including any over the counter supplements) with you to each appointment. If you have any questions, please contact our office prior to your 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) call your pharmacy (local or mail order), and ask that they fax a renewal request to our office. Your request must be made where your prescription is currently filled. (3) You may also call our office and leave a detailed message as directed. Except for extreme emergencies, we require 2 business days (Monday – 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

This request may be made in writing, signed by the patient or legal guardian, and must have a return mailing address. The written and signed request can be faxed, mailed or dropped off at our reception desk. All medical record requests will be mailed to the return address within 7 to 10 days of our receiving this request.

AFTER HOURS CARE/ EMERGENCY CONTACT INFORMATION

A provider can be contacted after hours by calling the office phone of the provider.

PRACTICE PORTAL

The Practice Portal is a secure Internet-based approach to patient communications. As a patient in our practice, you will be able to use the Practice Portal for a variety of tasks including appointment requests, prescription refills, 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.