



Oldendorf Medical Services, PLLC
Mark Oldendorf, MD
Corina Gonzales, MD Hedy Migden, MD
Michelle Cafaro, RPA Jenna Hafner, PA-C William Kohler, RPA

Practice Information

Office Hours

Our office is open from 8:00 a.m. to 4:30 p.m. weekdays. Scheduled appointments are available during the week from 8:00 a.m. through 11:45 a.m. and from 1:00 p.m. through 3:45 p.m.

Saturday hours are from 8:30 a.m. to 11:30 a.m. Saturday hours are for sick visits. Patients are seen on a first-come, first-served basis.

Access After Hours

A Patient calling our office for urgent medical advice outside of normal office hours will reach a live answering service. You will be transferred directly to a provider, or will receive a call back within one hour. For emergencies please dial 911 or go to the nearest Emergency Room or Urgent Care office. Non-urgent matters will be handled during office hours.

Same Day Visits

Please call the office in the morning if you need to come for a sick visit. This will allow you to schedule a same-day visit with a provider. If you need an appointment for a non-urgent matter, you may be asked to schedule your appointment later in the week.

Appointments

Please arrive at least 10 to 15 minutes prior to your appointment time. Our providers sometimes run behind due to patients ahead of you. We strive to keep waiting times short, but sometimes this is unavoidable. If you are more than 15 minutes late for your appointment, you may be asked to reschedule for another time.

At each appointment please have a photo ID available and give our staff with any updated insurance or contact information.

Medication lists, including over-the-counter supplements and lists of other specialists seen are always welcome.

Prescription Refills

Call your pharmacy for refills and they will send an electronic request to our office. Refills can only be requested during the week. We cannot refill medication on the weekend. Please call for a refill before your run out of medication. Although we usually respond within a day, we request 48 to 72 hours to process refill requests. Some medications require an office visit in order for us to fill that script; in that case we will contact you as soon as possible to arrange.

Medical Records Request

The fee for release of medical records is \$0.25 per page, not to exceed \$25.00. Patients must complete and sign the *Authorization to Release Medical Information* form. A copy is available under the "Patient Resources" tab on our website under "New Patient Forms". Records will be released upon payment.

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