

## Prescription Refill Line

717-838-0339

Please provide your name, the name of the medication, dose, pharmacy name and location, and your phone number.

Prescription refills are processed during regular office hours only, with refills sent to the pharmacy within 48 hours. Please order refills at least 2 days before you finish your current prescription.

### Controlled Medications

*Due to government regulations and the potential addictive qualities of these medications, we make the following request:*

Refills of controlled medications should be requested **MONDAY** through **THURSDAY**. Some of these medications are: Adderall, Concerta, Ritalin, Vicodin, Percocet, Oxycontin, Lortab, MS Contin, MSIR, Avinza, Valium, Ativan, and Xanax. *These prescriptions must be picked up at the office and cannot be faxed.*

*Thank you for your cooperation.*



LVFM ON THE WEB

[www.lvfm.org](http://www.lvfm.org)

### Welcome to our Patient Portal!

The Patient Portal is a convenient way for you to securely communicate online with us. Through the portal you may request an appointment or a prescription refill, update your personal and medical history information, or send us a message. Most requests will be addressed within 24 hours Monday through Friday only. We will contact you with non-urgent test results or send you a message. You will have access to personal health information including medications, allergies, problem lists, laboratory and test results.

Your activation code is available in person from either office. You will be given a letter detailing the Patient Portal activation instructions.

Due to privacy concerns, the portal is unavailable for patients age 14 through 17.

Please call 717-838-1301 ext. 2132 if you need assistance with your portal account.

The Patient Portal is  
accessed via our website at  
[www.lvfm.org](http://www.lvfm.org).

## Patient Access to Care

John P. Welch, M.D.

J. Kent L. Wagner, M.D.

Mark W. Leach, M.D.

Jenny S. Lee, M.D.

David A. Keller, M.D.

John Benson Welch, M.D.

Amy S. Gee, M.D.

Lorri M. Kercher, CRNP

Ronica A. Montagna, CRNP



OFFICE HOURS

Palmyra Office

Mon 7:30 am to 8:00pm\*
Tues 7:30 am to 8:00 pm\*
Wed 7:30 am to 8:00 pm\*
Thurs 7:30 am to 6:00pm\*
Fri 7:30 am to 5:00 pm
Sat 8:00 am to 12 noon ◇

Harpers Office

Mon 8:00am to 6:00 pm\*
Tues 8:00 am to 6:00 pm\*
Wed 8:00 am to 5:00 pm
Thurs 8:00 am to 5:00 pm
Fri 8:00 am to 5:00 pm
Sat 8:00 am to 11:00 am\*\* ◇

PALMYRA OFFICE

717-838-1301

Medical Emergency

Press 0

Need an appointment today

Press 5003

Schedule or cancel appointment

Press 5004

Operator

Press 0

Prescription Refills

Press 3520

Care Teams

Jenny S. Lee MD, David A. Keller MD, Amy Gee MD,

John Benson Welch, MD

Press 5001

Or

John P. Welch MD, J. Kent Wagner MD,

Mark Leach MD, Lorri Kercher CRNP Press 5002

Referral Team

Ext 2108, 2109, 2110

Billing Team

Ext 2112

Shirley – Office/Business Manager

Ext 2113

Phyllis – Clinical Manager

Ext 2125

AFTER HOURS

If you have a life threatening emergency, please call 911.

Call us first!

If you need urgent assistance outside of regular office hours, please call

717-838-1301

or

717-865-6647

Our answering service will notify the on-call physician to contact you as soon as possible. If the on-call physician does not contact you within 20 minutes, please call again.

HARPERS OFFICE

717-865-6647

All calls for Harpers are handled through this number – extensions are not needed. Dr. J.P. Welch, Dr. Leach, Dr. J.B. Welch, Dr. Gee and Ronica Montagna, CRNP regularly schedule appointments at this location.

\* Evening hours on as-needed basis.

\*\* Harpers lab only on 1st Saturday of the month.

◇ Appointments on as-needed basis

◆ Medical appointments on Saturday are provided at the Palmyra office .