

**“We are here for you.”**

## OFFICE HOURS

### *Palmyra Office*

Mon-Wed 7:30am to 8:00pm\*

Thurs 7:30am to 6:00pm\*

Fri 7:30am to 5:00pm

Sat 8:00am to 12 noon ◊

### *Annville (Harpers) Office*

Mon-Tues 8:00am to 6:00pm\*

Wed-Fri 8:00am to 5:00pm

Sat 8:00am to 11:00am\*\* ◆

\* 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.

Please arrive 15 minutes prior to the scheduled appointment (20 minutes for new patients) to allow time for the check-in process.

If you are unable to keep your appointment call the office as soon as possible.

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

## Who We Are

### About Us

Lebanon Valley Family Medicine, Inc. is a primary care office dedicated to serving the health care needs of today's families. Our skilled and dedicated staff is here to provide a broad range of services that meet the diverse needs of today's families from pediatric to nursing home care.

We provide various standard medical services in our office, including the evaluation of conditions such as arthritis, diabetes, heart disease and hypertension. We offer in-office diabetes tracking, spirometry testing and nebulizer treatments.

### Our Providers

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.

Ingrid R. Bakalorz Blubaugh, D.O.

Lorri M. Kercher, CRNP

Ronica A. Montagna, CRNP

Stephanie A. Ebersole, PA-C

### Locations

#### *Palmyra office*

1400 South Forge Road, Suite 1  
Palmyra, PA 17078

#### *Annville (Harpers) office*

10484 Jonestown Road  
Annville, PA 17003

**LEBANON VALLEY  
FAMILY MEDICINE, INC.**



## Contact Us

---

### Palmyra Office 717-838-1301

|                                |          |
|--------------------------------|----------|
| Medical Emergency              | Press 0  |
| Need an appointment today      | Press 1  |
| Schedule/Cancel appointment    | Press 2  |
| Operator                       | Press 0  |
| Prescription Refills           | Press 6  |
| Patient Portal Assistance      | Ext 2132 |
| Referral Team                  | Press 4  |
| Billing Team                   | Press 5  |
| Phyllis – Clinical Manager     | Ext 2125 |
| Tina – Front Office Supervisor | Ext 2123 |

### Care Teams

Dr. Blubaugh & Stephanie Ebersole, PA-C  
Press 5001

OR

Drs. Wagner & Leach  
Press 5002

OR

Drs. Lee, Keller, & Lorri Kercher, CRNP  
Press 5023

OR

Drs. J.B. Welch & Gee  
Press 5024

### Annville (Harpers) office 717-865-6647

All calls for Harpers are handled through this number — extensions are not needed.

Drs. Leach, J.B. Welch, Gee, Blubaugh & Ronica Montagna, CRNP regularly schedule appointments at this location.

### Dr. John P. Welch (MDVIP patients)

717-833-3345

Dr. John P. Welch schedules MDVIP patients at both the Palmyra and Annville (Harpers) office.

## 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.*

---

**“Our mission is to provide quality care in a comprehensive, compassionate, and convenient manner because your family’s good health is our family’s primary concern.”**

---

## 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.

## 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, and laboratory 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.

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

## 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. Please provide a form of identification at the time of pick-up.