



GENESIS MEDICAL
ASSOCIATES, INC.
HEYL FAMILY PRACTICE

GIBSONIA OFFICE

INFORMATION PACKET



ST. BARNABAS RESIDENT FAQs

Your guide to the transition to Heyl Family Practice

We want you to feel informed, supported, and confident as we prepare to welcome you into our new Gibsonia office at the St. Barnabas Medical Center. Below are answers to the questions we've heard most often from residents – focused on what you can expect and how we're here to help.

1. Where is the office located?

Our new Heyl Family Practice office is located on the main level of the St. Barnabas Medical Center, making it easy and convenient for residents to access care. We are in the same location as the previous medical practice.

2. What are your hours of operation, and will doctors be available?

Our providers will be onsite and available to care for established patients: Monday–Friday: 7:00am–5:00pm. You'll see a dedicated rotation of Heyl Family Practice physicians and a full-time advanced practice provider throughout the week. Our physicians rotate to the office one morning or afternoon a week.

3. Will I be able to see someone the same day if I'm sick or need urgent help?

Yes. Same-day visits are an important part of what we offer to our established patients. If you become ill unexpectedly, simply call us during office hours and we will bring you in for a same-day appointment as soon as possible. If you experience an emergency, we do still urge patients to call 9-1-1 or go to the nearest emergency room.

4. Can I get bloodwork done at the Medical Center, including labs ordered by specialists?

Yes. Once you are an established patient with us, we can complete:

- Routine bloodwork ordered by our providers
- Bloodwork ordered by outside specialists, as long as you have the lab order/script

5. Will you be able to refer me to specialists?

Yes. Once you join our practice, we can coordinate referrals to any specialists you may need—including podiatry, cardiology, dermatology, orthopedics, and more.

6. Will you have access to my St. Barnabas medical records?

Yes. Once you complete the necessary Release of Information (ROI) form, we will request your records from St. Barnabas so your history is available before your first visit. We handle the process for you.

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7. Do you have a patient portal? Can you access my records from places like UPMC or AHN?

Yes, we offer a secure patient portal where you can view test results, send messages, request refills, and review your visit information related to your care at our practice. Although we are an independent practice, we have access to records from UPMC, Allegheny Health Network (AHN) and Butler Health System. This access supports better care coordination and helps us stay informed about your outside visits, testing, and hospitalizations.

Your information tied to those other facilities can be accessed (to a certain extent) through our portal. Our information will not be accessible in theirs.

8. I need transportation to get to my appointment. Will you arrange that?

For St. Barnabas residents that rely on “Barny Bus” transportation, **we will handle scheduling your transportation** when you call to schedule a visit at the medical office (*in most cases*).

For appointments scheduled same day, we will direct you on how to contact the transportation department and arrange for pick up.

9. How do I know which provider is the best fit for me?

Your packet includes short bios for each of our providers so you can get to know their backgrounds and interests. If you're unsure who might be the right match, our team can help guide you during your first phone call.

10. Will I be assigned to one primary provider?

You can certainly choose a preferred provider – someone you feel most connected to. At the same time, we use a team-based approach, which ensures you'll receive the same high-quality, consistent care from any of our clinicians. This gives you flexibility and reliable access whenever you need care.

11. How do I become a patient with Heyl Family Practice?

It's simple. Call our office and connect directly to our New Patient Specialist at **412-931-3066 Ext. 2003**, and we will help you **choose a provider, schedule your first appointment, and mail your new patient paperwork and helpful information about our practice**. We will also explain how we handle transferring your records so your transition is smooth and fully supported.



Still have questions? We're here to help.

If you have questions about the transition or would like help getting started, please call us **Monday–Friday between 8:00am and 5:00pm at (412) 931-3066 Ext. 2003**. Our team is always happy to talk with you, guide you, and support you every step of the way.



Get to Know Our Care Team

OUR PRACTICE PHYSICIANS



Dr. Donald Shoenthal

Practicing Physician Since: 1989 **Specialty:** Family Medicine

Office Availability:

- West View: Mondays, Tuesdays, and Fridays
- McCandless: Wednesday mornings
- Gibsonia: Thursday mornings

Facts about Dr. Shoenthal: Dr. Donald Shoenthal is a faithful father, husband and church member. He loves all things related to cars, including art!

Dr. Shoenthal is a highly rated and compassionate physician at Heyl Family Practice. He is known for his patient-centered care, providing both expertise and compassion. His ability to communicate effectively and build trust with his patients makes him an integral part of Heyl Family Practice.

Patient Experience:

- **Knowledgeable and Caring:** Patients appreciate Dr. Shoenthal's medical expertise and thorough approach. He is often described as taking the time to explain diagnoses and treatment options, helping patients understand their health conditions.
- **Empathetic and Supportive:** Dr. Shoenthal's warm and caring nature is frequently noted. Patients feel heard and respected, and he is described as providing a compassionate and personalized experience.
- **Effective Communication:** Reviews emphasize Dr. Shoenthal's ability to explain complex medical concepts in a way that is easy to understand. His communication skills help patients feel confident in their treatment plans.
- **Comforting Presence:** Many patients mention how his calming and reassuring presence alleviates any concerns, especially during difficult visits.



Dr. Scott Heyl

Practicing Physician Since: 2016 **Specialty:** Family Medicine

Office Availability:

- West View: Monday afternoons and evenings and Wednesday mornings
- McCandless: Monday mornings, Tuesday mornings, Wednesday afternoons, and Fridays
- Gibsonia: Tuesday afternoons

Facts about Dr. Scott Heyl: Dr. Scott Heyl is a proud father of two children with his wife, Dr. Rachelle Atrasz. He loves golfing in his free time and enjoys learning about golf course architecture.

Dr. Scott Heyl is a compassionate and dedicated family physician, known for his thorough approach, clear communication, and deep commitment to patient well-being. His legacy of family care, combined with his modern medical expertise, has made him a trusted healthcare provider in the community.

What Patients Are Saying:

- **Thorough and Attentive:** Many patients highlight his thorough approach to care. He takes time to address all questions and concerns, without rushing appointments, ensuring that each individual feels heard and fully informed.
- **Long-Term Relationships:** Many patients have developed long-term relationships with Dr. Heyl, with several noting that they have been with him for years. His grandfather and father also practiced in the same field, establishing a legacy of compassionate, high-quality care in the community.
- **Comprehensive Care:** Dr. Heyl is noted for being a well-rounded family doctor, handling a wide range of health concerns. He is especially appreciated for being available for urgent matters, including off-hours care and following up after significant health events.
- **Excellent Bedside Manner:** Patients frequently mention Dr. Heyl's warm, engaging approach that makes them feel at ease. He is patient, listens attentively, and makes sure every concern is addressed.

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OUR PRACTICE PHYSICIANS

Dr. Matthew Macken

Practicing Physician Since: 2017

Specialty: Family Medicine

Office Availability:

- West View: Thursdays and Friday mornings Gibsonia: Wednesday afternoons
- McCandless: Monday mornings, Tuesdays, Wednesday mornings

Facts about Dr. Matthew Macken: Dr. Macken resides in the North Hills with his wife, Misty, and their four children. He is a Penn State alumnus and loves all things Pittsburgh sports related.

Dr. Macken's approach to patient care exemplifies professionalism, empathy, and a deep commitment to making each patient feel valued. His skillful communication and personal touch ensure that his patients receive the best care possible, making him an essential member of our team.



What Patients Are Saying:

- **Kind and Caring:** Many patients mention Dr. Macken's kindness, highlighting that he takes the time to get to know his patients personally, making them feel comfortable and respected.
- **Thorough and Attentive:** Dr. Macken's thoroughness is a recurring theme, with patients appreciating how he listens to concerns, answers questions in detail, and never rushes through appointments.
- **Trustworthy and Empathetic:** His ability to connect with patients on a personal level while maintaining professionalism helps build trust and creates a positive experience during every visit.

Dr. Brian Nolen

Practicing Physician Since: 2018

Specialty: Internal Medicine

Office Availability:

- West View: Wednesdays and Friday afternoons Gibsonia: Monday Mornings
- McCandless: Monday afternoons, Thursdays, and Friday mornings

Facts about Dr. Brian Nolen: Dr. Nolen, his wife Leah, and his two children reside in Moon Township. He also loves to do home renovation projects!

Dr. Nolen exemplifies patient-centered care, fostering trust and confidence in his abilities. His professional demeanor and dedication to health outcomes make him a valuable member of Heyl Family Practice.



What Patients Are Saying:

- **Knowledgeable and Proactive:** Patients often mention Dr. Nolen's expertise, noting he takes a proactive approach by ordering appropriate tests and providing clear guidance on medical issues.
- **Welcoming and Supportive:** First-time patients frequently comment on how he made them feel comfortable and valued, alleviating the nervousness of meeting a new doctor.
- **Thorough and Patient-Centered Care:** Reviews highlight his dedication to understanding patient history and customizing care plans.

Dr. Joseph Martinez

Practicing Physician Since: 2006 Specialty: Family Medicine

Office Availability:

- West View: Monday mornings and Tuesdays
- McCandless: Monday afternoons and Thursday mornings
- Gibsonia: Wednesday mornings, Thursday afternoons, and Fridays

Facts about Dr. Joseph Martinez: Dr. Martinez is a 2005 graduate of Central Maine residency program. He enjoys spending his free time with his wife and daughter, hiking, cooking, and playing lots of tennis!

Dr. Martinez brings a wide range of experience and commitment to his patients. His ability to add a personal touch and build long-lasting relationships is what makes his care exceptional.



What Patients Are Saying:

- **Community and Connection:** Patients appreciate Dr. Martinez's dedication to getting to know the families he cares for. He believes the best care comes from building lasting relationships based on trust, understanding, and open communication.
- **Collaborative and Compassionate:** As part of a dynamic, patient-focused team, Dr. Martinez values working together to deliver high-quality care and support every patient's health journey.
- **Comprehensive Experience:** With experience in urgent care, hospital settings, outpatient care, and chronic disease management, he offers well-rounded expertise to meet patients' needs at every stage of care.

Get to Know Our Care Team

OUR ADVANCED PRACTICE PROVIDER

At Heyl Family Practice, we want you to feel supported by an entire team, not just one provider. Our Advanced Practice Providers—Physician Assistants and Nurse Practitioners—are highly trained clinicians who work hand-in-hand with our physicians every day. They help with everything from same-day illnesses to ongoing care, making it easier for you to be seen quickly without losing continuity. Because our team shares one medical record and communicates constantly, every provider you meet is fully connected to your health story. Getting to know our APPs helps ensure you always have someone you can trust, no matter when you need care.



Matthew Bocian, PA-C

Certified PA-C since: 2005 **Specialty:** Family Medicine

Primary Office Location: West View

Matt Bocian, PA-C, is celebrated by patients for his ability to blend medical expertise with genuine compassion. With a focus on personalized care, Matt's approach ensures every patient feels valued and understood. Patients consistently highlight his ability to listen, explain thoroughly, and deliver personalized care.

Key Highlights to Matt's Care Approach:

- **Personalized Attention:** Matt takes the time to thoroughly review each patient's history, ensuring continuity of care and tailored recommendations. Patients often note that they feel like individuals—not just a chart—under his care.
- **Clear and Compassionate Communication:** Matt is known for his ability to explain complex medical concepts in a way that is easy to understand, empowering patients to make informed decisions about their health.
- **Proactive and Comprehensive Care:** Whether reviewing lab results, managing chronic conditions, or addressing immediate health concerns, Matt's proactive approach ensures that no detail is overlooked.



Shelley Miller, CRNP

Certified Nurse Practitioner since: 2018 **Registered Nurse since:** 1994 **Specialty:** Family Medicine

Primary Office Location: Gibsonia

Shelley Miller, CRNP is known for her unwavering dedication to listening, understanding, and addressing patient needs with kindness and professionalism. Her ability to balance medical expertise with a personalized approach ensures that every patient feels heard, valued, and cared for.

Key Highlights to Shelley's Care Approach:

- **Attentive Listener & Patient Advocate:** Shelley is consistently praised for her attentiveness and her ability to truly listen to patients' concerns, creating a sense of trust and partnership in their care.
- **Thorough and Knowledgeable:** Shelley is described as meticulous in addressing health issues, with a focus on both immediate concerns and long-term wellness. Patients value her comprehensive and proactive approach to care.
- **Team Excellence:** Shelley's role within the broader care team enhances patient experience. Patients often express gratitude for the seamless collaboration between Shelley and the practice's medical and administrative staff.



Mary Kate Wray, PA-C

Certified PA-C since: 2012 **Specialty:** Family Medicine

Primary Office Location: McCandless (Also rounds at UPMC Passavant Monday-Friday AM)

Mary Kate Wray, PA-C is a trusted healthcare provider who consistently delivers exceptional care to her patients. She is known for her deep knowledge, empathetic approach, and attentiveness. Mary Kate ensures each patient feels valued, heard, and confident in their care. She is highly regarded for her thoroughness, friendly demeanor, and efficiency.

Key Highlights to Mary Kate's Care Approach:

- **Efficiency and Accessibility:** Patients appreciate her ability to provide timely care without sacrificing quality, particularly when addressing urgent health needs.
- **Clinical Expertise:** Patients trust her judgment and rely on her knowledge to guide their care. Her ability to explain complex medical issues in a way that is both clear and actionable has earned her a reputation as a provider who genuinely empowers her patients.
- **Friendly and Personable:** Her warm personality makes patients feel comfortable and builds trust, fostering strong patient-provider relationships.

Get to Know Our Care Team

OUR ADVANCED PRACTICE PROVIDERS



Nathaniel Smith, PA-C

Certified PA-C since: 2024

Specialty: Family Medicine

Primary Office Location: McCandless (Also rounds at UPMC Passavant as needed)

Nathaniel has been part of Heyl Family Practice since 2018, growing alongside the team in various roles. After earning his Master of Physician Assistant Studies from Slippery Rock University, he returns as a provider with a deep understanding of our practice and patients. His experience on all sides of care gives him a unique perspective and a strong foundation for building lasting patient relationships.

Key Highlights to Nathaniel's Care Approach:

- **Patient-first mindset:** Treats every individual with empathy and respect—never as just a number.
- **Continuity of care:** Values long-term relationships and supporting patients through every stage of their health journey.
- **Hands-on, thoughtful care:** Enjoys procedural medicine and applies clinical skills with precision and confidence.
- **Well-rounded perspective:** Brings deep insight from working in multiple roles at the practice, enhancing both clinical care and patient experience.



Amy Lima, CRNP

Certified Nurse Practitioner Since: 2007

Specialty: Family Medicine

Primary Office Location: West View

With nearly 20 years in nursing and advanced practice, Amy brings a calm, approachable presence to Heyl Family Practice. Her experience spans family medicine, intensive care, and college health centers, giving her a well-rounded view of patient care. Passionate about women's health and patient education, she values building strong relationships and helping patients feel supported and informed.

Key Highlights to Amy's Care Approach:

- **Patient-centered conversations:** Focuses on listening first and meeting patients where they are in their health journey.
- **Supportive and empowering:** Helps patients understand their care options and become active participants in their wellness.
- **Calm and approachable presence:** Creates a reassuring environment that helps patients feel comfortable discussing their concerns.
- **Long-term relationship builder:** Values continuity and trust as cornerstones of high-quality care.

OUR OFFICE LOCATIONS



West View Office

1020 Center Avenue,
West View, PA 15229



McCandless Office

9104 Babcock Boulevard,
Pittsburgh, PA 15237



Gibsonia Office

5830 Meridian Road,
Gibsonia, PA 15044

PERSONAL NOTES & QUESTIONS

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West View Office: 1020 Center Avenue, West View, PA 15229
McCandless Office: 9104 Babcock Boulevard, Pittsburgh, PA 15237
Gibsonia Office: 5830 Meridian Road, Gibsonia, PA 15044
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