



**GENESIS MEDICAL**  
**ASSOCIATES, INC.**  
**HEYL FAMILY PRACTICE**

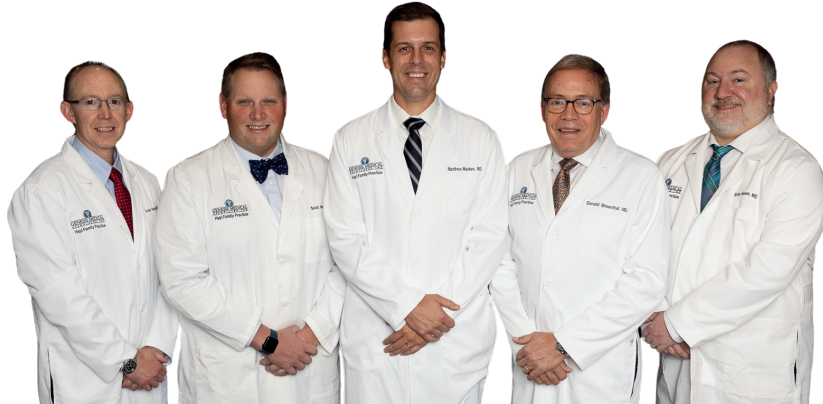
# **NEW PATIENT**

## WELCOME PACKET





GENESIS MEDICAL  
ASSOCIATES, INC.  
HEYL FAMILY PRACTICE



## WELCOME TO HEYL FAMILY PRACTICE!

Heyl Family Practice, part of the Genesis Medical Associates, Inc. network, is a local team of primary care providers located in Pittsburgh's North Hills with offices in West View, McCandless, and Gibsonia. Founded in 1948 by Dr. Frank Heyl, Dr. Louis Heyl's father, this practice has evolved into a trusted resource for the local community and their healthcare needs. Currently led by Dr. Donald Shoenthal, Dr. Scott Heyl, Dr. Matthew Macken, Dr. Brian Nolen, and Dr. Joseph Martinez, our dynamic and knowledgeable team provides a variety of immediate and long-term medical services for the whole family all under one roof. For generations, this practice has been a trusted source of care, offering patients and their families an unmatched level of expertise, compassion, and attention.

This *New Patient Welcome Packet* has been designed to welcome you into our system of care with important information about our practice. Our goal is to thoughtfully guide you through the patient experience before, during and after your scheduled appointment so that you feel well-connected to your provider and our entire care team every step of the way.

Thank you for entrusting us with your care.



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# OUR PROVIDER TEAM

## OUR PRACTICE PHYSICIANS



### Dr. Donald Shoenthal

**Years of Medical Practice:** 36 years    **Specialty:** Family Medicine

**Office Availability:**

- West View: Mondays, Tuesdays, Wednesdays, and Fridays
- McCandless: Thursdays
- 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

**Years of Medical Practice:** 9 years    **Specialty:** Family Medicine

**Office Availability:**

- West View: Mondays, Wednesdays, and Fridays
- McCandless: Mondays, Tuesdays, Wednesdays, 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.*

#### Patient Experience:

- **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.

# OUR PROVIDER TEAM

## OUR PRACTICE PHYSICIANS



### Dr. Matthew Macken

**Years of Medical Practice:** 8 years

**Specialty:** Family Medicine

**Office Availability:**

- West View: Mondays, Wednesdays, Thursdays and Fridays
- McCandless: Tuesdays, Wednesdays, and Thursdays
- Gibsonia: Wednesday afternoons

**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.*

#### Patient Experience:

- **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.
- **Professional and Knowledgeable:** Patients note that Dr. Macken is not only friendly but also highly knowledgeable. He provides clear explanations of medical issues and treatment options.
- **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

**Years of Medical Practice:** 7 years

**Specialty:** Internal Medicine

**Office Availability:**

- West View: Mondays, Wednesdays, and Thursdays
- McCandless: Mondays, Wednesdays, Thursdays, and Fridays
- Gibsonia: Monday 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.*

#### Patient Experience:

- **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.
- **Effective Communication:** Patients appreciate his straight forward style and clear explanations of diagnoses and treatment options.

# OUR PROVIDER TEAM

## OUR PRACTICE PHYSICIANS



### Dr. Joseph Martinez

**Years of Medical Practice:** 20 years      **Specialty:** Family Medicine

**Office Availability:**

- **West View:** Tuesday and Thursday afternoons
- **McCandles:** Monday and Friday afternoons

**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.*

**Key Highlights to Dr. Martinez's Care:**

- **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.
- **Attentive and effective:** Patients praise Dr. Martinez's empathetic approach, noting that he shows great compassion for every patient that he sees, listens to their concerns, and takes his time explaining his thoughts and next steps.
- **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.

## OUR ADVANCED PRACTICE PROVIDERS



### Matthew Bocian, PA-C

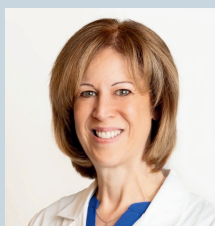
**Years as a PA-C:** 19 years      **Specialty:** Family Medicine

**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

**Years as a CRNP:** 6 years      **Years as an RN:** 15 years      **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.

# OUR PROVIDER TEAM

## OUR ADVANCED PRACTICE PROVIDERS



### Mary Kate Wray, PA-C

**Years as a PA-C:** 12 years **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.



### Nathaniel Smith, PA-C

**Certified PA-C:** 2024 **Specialty:** Family Medicine

**Primary Office Location:** McCandless

*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

**Years as a CRNP:** 18 years **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:

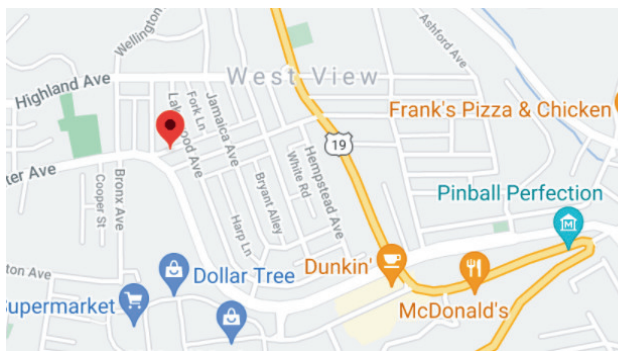
- **Patient-centered conversations:** Focuses on listening first and meeting patients where they are in their health journey.
- **Supportive and empowering:** Helps patients understand their care options and become active participants in their wellness.
- **Calm, approachable presence:** Creates a reassuring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

# LOCATION & CONTACT INFORMATION

## Heyl Family Practice Office Locations

Heyl Family Practice has three office locations in the North Hills of Pittsburgh, one in West View, one in McCandless, and one in Gibsonia. All offices are easily accessible with free patient parking and lab services.

### West View Office



**Office Address:**  
1020 Center Avenue, Pittsburgh, PA 15229

#### Office Hours:

**Mon** 7:30 am – 8:00 pm  
**Tue** 7:30 am – 7:00 pm  
**Wed** 7:30 am – 8:00 pm  
**Thu** 7:30 am – 8:00 pm  
**Fri** 7:30 am – 5:00 pm  
**Sat & Sun** Closed

#### Lab Hours:

**Monday-Friday** 6:30 am – 3:00 pm  
**Sat and Sun** Closed  
*By appt. only*

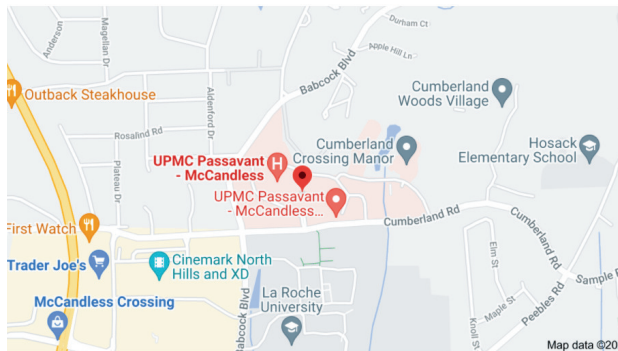
#### Providers at this Location:

- Dr. Donald Shoenthal
- Dr. Scott Heyl
- Dr. Matthew Macken
- Dr. Brian Nolen
- Dr. Joseph Martinez
- Matt Bocian, PA-C
- Amy Lima, CRNP



Scan for Directions

### McCandless Office



**Office Address:**  
9104 Babcock Blvd., Suite 3111, Pittsburgh, PA 15237

#### Office Hours:

**Monday - Friday**  
8:00 am – 5:00 pm  
**Saturday & Sunday**  
Closed

#### Lab Hours:

**Monday- Friday**  
8:30 am – 4:00 pm  
*By appt. only*  
**Saturday and Sunday**  
Closed

#### Providers at this Location:

- Dr. Donald Shoenthal
- Dr. Scott Heyl
- Dr. Matthew Macken
- Dr. Brian Nolen
- Dr. Joseph Martinez
- Mary Kate Wray, PA-C
- Nathaniel Smith, PA-C



Scan for Directions

### Gibsonia Office



**Office Address:**  
5830 Meridian Road, Gibsonia, PA 15044

#### Office Hours:

**Monday - Friday**  
7:00 am – 5:00 pm  
**Saturday & Sunday**  
Closed

#### Lab Hours:

**Monday - Friday**  
8:00 am – 4:00 pm  
*By appt. only*  
**Saturday and Sunday**  
Closed

#### Providers at this Location:

- Dr. Donald Shoenthal
- Dr. Scott Heyl
- Dr. Matthew Macken
- Dr. Brian Nolen
- Shelley Miller, CRNP



Scan for Directions

# LOCATION & CONTACT INFORMATION

## How Do I Choose the Right Office Location?

Our patients have the option to go to any of our three office locations for their appointments. This flexibility allows you to receive the same patient-centered care no matter where you're seen. Whether it's based on convenience of the location, the availability to be seen based on your needs, or your preferred provider's availability, you can schedule **anywhere** without disrupting your continuity of care.

- ✓ All of our physicians have availability at each location (*see provider profiles starting on page 3*).
- ✓ We have APPs available every day at all three locations.
- ✓ You can have a preferred location and visit the others as needed for same day visits, blood work, or just because!
- ✓ Your information and your records are visible to the providers at all three locations.

## Map to Gibsonia Office in St. Barnabas Campus

### Heyl Family Practice - Gibsonia

We are accepting new patients from St. Barnabas!

*Located across the street from Arbors of Gibsonia*



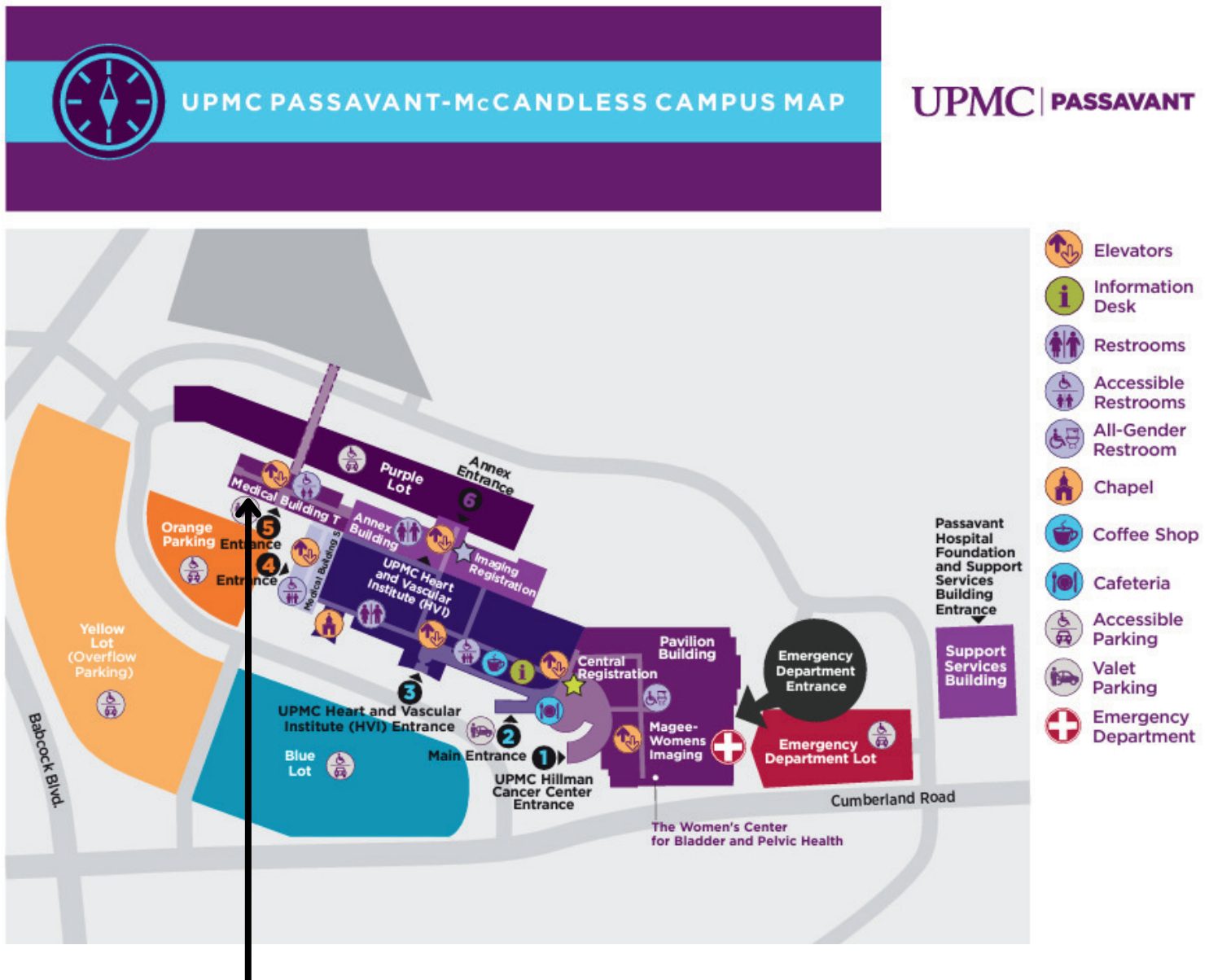
### Directions from 910/Bakerstown Road:

- If you are coming from 910, you will go past the train tracks, and take a left onto Meridian Road. Our office is located on the right hand side.
- If you are driving East on Bakerstown Road, you will pass Richland Elementary School and take a left onto Meridan Road. Our office will be on the left hand side.
  - **Note:** if you are driving West on Bakerstown Road, and you pass Richland Elementary School, you have passed up Meridian Road.

- **Parking** is free and two open lots are available at the Medical Center.
  - The **upper lot** will get you to the entrance where our office is located (pictured to the right).
  - The lower lot will give you direct access to the lower level of the building.
- There is a turnaround for easy drop offs by patient caregivers or other public transportation (i.e. Access, St. Barnabas Vans, etc.)
- There is elevator access on the lower level and our main level of the clinic.

# LOCATION & CONTACT INFORMATION

## Map to McCandless Office at Passavant Hospital



### Heyl Family Practice

Located in the Medical Building T/Building 5

Enter the Passavant Campus from the Babcock Boulevard entrance.

**Parking:** Parking is available for patients in the Orange Parking Lot, Yellow Overflow Parking Lot and the Purple Lot directly behind the building. Valet is available Monday-Friday 8-4 pm.

**Please Note:** Once entering the building, use the elevators to get to third floor. You will head left to the end of the hallway after you exit the elevators. We will be the last door on the left.

- Elevators are available on the first floor of the Medical Building, but stairs are also available to the left or right of the entrance down each hallway.
- Digital Directory is located on the right-hand wall as you enter the lobby of the building if you need them!

# MANAGING YOUR APPOINTMENTS

## Scheduling Appointments

As a new patient at Heyl Family Practice, you likely scheduled your initial appointment through our online form for new patients or called the practice. Moving forward, you will have the opportunity to schedule appointments through multiple means (*In-Person and Telehealth visits can be scheduled through both of these options*):

- Logging onto the Online Patient Portal (Please see page 12 for detailed instructions).
- Calling the Main Office at 412-931-3066 and choosing Option #2.

## Canceling Appointments

We understand that circumstances arise that may require you to cancel your appointment. We ask, if at all possible, you provide **at least 24 hours notice** before canceling an upcoming appointment.

You can cancel your appointment using either of the following options:

- Respond to one of the appointment reminders you will receive via email or text message by clicking the link provided.
- Respond to the appointment reminder you will receive via phone call the day before your appointment by choosing “Cancel”.
- Calling the Main Office at 412-931-3066 and choosing Option #2. If you remain on the line, a member of the patient care team will handle your request.

## Preparing for Your Scheduled Appointment

### PRE-REGISTRATION

Whether you are scheduled for an in-person or telehealth appointment, you will receive appointment reminders and pre-registration requests prior to your appointment. These are an important part of our process because it allows our staff to update your information and prepare for your appointment. **Make sure to confirm your appointment via the text or email reminder and verify and update your information directly after!**

### IN-PERSON APPOINTMENTS

It is essential to bring/complete the following items to each scheduled appointment:

- Verifying and Updating Patient Information and Patient Policies via Text/Email from Phreesia
- Current/Updated Insurance Card
- Form of Photo Identification
- Form of Payment (in the case a co-pay is due)
- Updated List of Current Medications

### TELEHEALTH APPOINTMENTS

It is important to ensure you have the following items prior to logging into your Telehealth appointment:

- Verifying and Updating Patient Information and Patient Policies via Text/Email from Phreesia
- Updated List of Current Medications

# PRIMARY CARE SERVICES



## Primary Care Services

The following are just a few examples of the immediate and long-term services you can obtain through primary care visits with our team:

- Flu Care (including vaccinations, symptom monitoring, etc.)
- Vaccines (including ensuring your vaccinations are administered and boosted as needed)
- Preventative care (includes tailored counseling based on the findings of our exams)
- CHF, or Congestive Heart Failure (including prevention and treatment)
- Diabetes (including prevention, number tracking, lifestyle recommendations, etc.)
- High Blood Pressure (including prevention and treatment)

## When to Call Us First: Understanding Same-Day Care

When you're not feeling well, it can be hard to know where to turn. Should you wait it out? Go to urgent care? Call your primary care provider?

At Heyl Family Practice, we want you to know this: if you're an established patient and something feels off, you can—and should—call us first. Our providers are here for same-day appointments, and chances are, we can help you faster and more affordably than an urgent care clinic or emergency room.

### Why Call Us First Instead of Urgent Care?

✓ **We know you.** We have your medical history, prescriptions, and previous labs. That means better care, faster decisions, and a plan that actually makes sense for you.

✓ **Lower cost.** Depending on your insurance, a visit with us will almost always cost less than urgent care or an ER trip.

✓ **Shorter wait.** We prioritize acute needs and offer evening hours four days a week at our West View office.

✓ **Ongoing support.** If you need more than one visit, we'll be here to follow up, refer you, or coordinate care with specialists. We're not a one-and-done stop—we're your healthcare team.

### What We Can Help With—Same Day

If you're an established patient, we offer same-day care for:

- Coughs, colds, sore throats, and flu-like symptoms
- Rashes, cuts, and minor injuries
- Medication refills or reactions
- Minor procedures like cyst or stitch removal
- Sudden changes in chronic conditions
- Anything that just doesn't feel right

**Need to be seen today? We're here!**

Call the office and request a same day appointment.  
(412) 931-3066

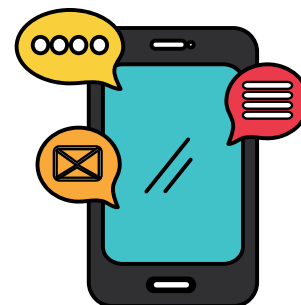
# AFTER YOUR APPOINTMENT

## Managing Email and Text Communication from the Practice

We know appointment reminders can be helpful, but we also understand that too many messages can be “too much” sometimes. If you’d like to adjust how you hear from us, here’s how to easily opt out or back in at any time.

### Ways to Opt-Out:

- Call our office and let us know you’d like to stop receiving text and/or email reminders.
- To opt out of text messages: **Reply “STOP”** to any message you receive.
- To opt out of emails: Click the **“Unsubscribe”** link at the bottom of any email.



### How to Opt-Back In:

- Text: Send **“UNSTOP”** to 412-369-9943 to resume receiving text reminders.
- Email: Call the office and we will opt you back in.

## Understanding Your Insurance Coverage

As an independent Pittsburgh practice, Genesis Medical Associates, Inc. & Heyl Family Practice are committed to accepting as many insurance plans as possible to accommodate the region’s patients. Just some of the top insurances we accept are listed here. If you do not find yours or have any questions related to coverage, please contact us. Our staff can help you get the information you need to plan your visit.



Following your appointment, you will receive a bill in the mail outlining what your insurance covered and what you owe. In some cases, additional clarification may be necessary depending on when your bill was generated.

As always, it is recommended that you not only speak to our staff about your insurance coverage, but that you call your insurance provider to ensure you are aware of your benefits and coverage.

## Billing and Payments

Bills are provided in the mail but can be viewed and paid online through our website or the Patient Portal. Your previous bills are also accessible through the Patient Portal. Additionally, payments can be taken over the phone by calling the Main Office in West View at 412-931-3066. If you have billing questions, you can also reach out to our billing department by calling our Main Office and choosing Option 6.

## Prescription Refills

Depending on your medication needs, refills can be requested over the phone by calling our Main Office (412-931-3066) and choosing Option 3. *If you are requesting a refill on a controlled substance, it may require an appointment before a refill will be called in.* If you call in your request Monday–Thursday, it should be completed within 24 hours. If your request is made on a Friday, it will be called in the following Monday.

## Laboratory Services & Receiving Your Tests Results

In most cases following laboratory services, we ask that you connect with a provider within a week of getting the tests done. This assures the provider can go over next steps with you based on the results. If you’d like to review your results as soon as they are signed off, you can access them through the patient portal.

# OUR COMMUNICATION TO YOU

## Patient Portal by Intelichart

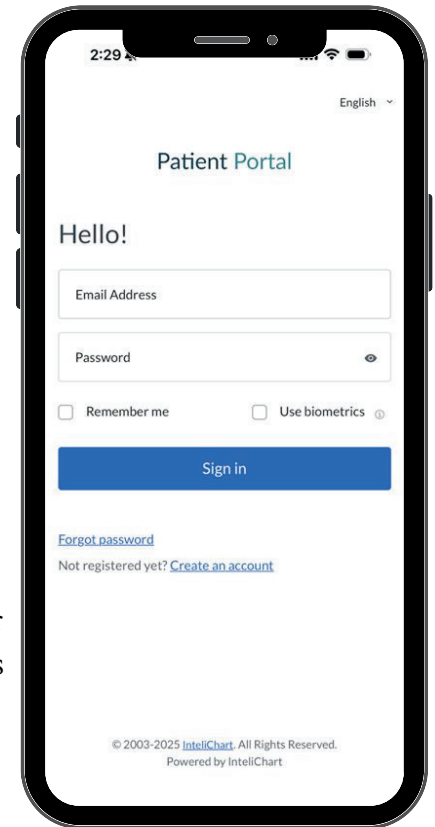
As a Genesis Medical and Heyl Family Practice patient, you have the ability to access our Patient Portal, Patient Portal by Intelichart, 24/7.

With Patient Portal by Intelichart, you will be able to perform the following tasks:

- Request, reschedule, and even cancel appointments from home
- Request medication refills without having to call your practice or doctor
- Request referrals without having to call your practice or doctor
- Have 24/7 access to your medical record
- And much more!

### GAIN ACCESS WITH EASE:

1. Look for an email from “[no-reply@patientportal.net](mailto:no-reply@patientportal.net)” with the subject, “*Welcome to your Patient Portal*”.
2. Click the link supplied in the email to complete the registration process.
3. Information will be pre-populated in the registration form that loads on your screen including your email (as provided by you) and the pin (which attaches this account to your chart in our system). **All other information can be supplied by you to create your account.**
4. Choose a password that is **at least 8 characters long and contains at least 1 number.**
5. Input your birthdate, security question & answer to the security question, and check the box next to the agreement of terms and conditions.
6. Click the blue “**Create My Account**” button.



Need help accessing your patient portal  
or registering for an account?

*Reach out to the office and we'll send you a request!*

412-931-3066

### Download the App

Available on Apple and Android Devices



Search for "Patient Portal by Intelichart" and login with the same credentials you registered.

### Access Online

[www.patientportal.intelichart.com/login/patient](http://www.patientportal.intelichart.com/login/patient)










Use the same login credentials you registered.

# OUR COMMUNICATION TO YOU

## Patient Portal by Intelichart

There are so many things you can do with the portal, but at first glance it may not be obvious. We've put together a key to help you find all of the most important tools available to you at the tips of your fingers!

	Appointments	Schedule appointments (in-person or telehealth) with available providers at our West View or McCandless offices. Don't see anything in the timeframe you're looking for? Give us a call!
	Messages	Send us messages regarding appointments, medications or general questions. This means of communication is meant for non-urgent messages, so please refrain from sending time-sensitive requests!
	Test Results	Review results from recent tests and labs. This includes any/all tests completed during your care with our practice. <b>Please note:</b> <i>Some results do not show on the portal, so if you do not see your results, please give us a call.</i>
	Forms	This is where you can find all paperwork required through the office (i.e. Patient History, HIPAA, etc.) for both new and existing patients. See previously completed paperwork and fill out forms at your convenience when updates need to be made.
	Documents	Review summaries of your recent visits at the practice. If there's something you need that is not found here, give us a call and it can be securely messaged to you through the portal.
	Health Education	Did you know there are articles and other helpful resources related to many of the healthcare needs we help you manage? Check out this link in the portal for access to a library of great resources.
	Practice Links	Need to pay a bill? This is where you can find the link to manage your payments online. If you still need assistance, please don't hesitate to give us a call.
	Pay My Bill	

# ADDITIONAL RESOURCES

## Connect With Us

Did you know Heyl Family Practice is on Facebook and Instagram? Follow us to stay connected between appointments, gain access to informative content and read up on what's happening at the practice!



Like us on Facebook



Follow us on Instagram  
@heylfamilypractice



Follow us on TikTok  
@pittsburghpcp

## Review Your Experience With Us


Reviews from our patients mean the world to us, especially because we get to connect with so many new people as a result. If you had a great experience, tell us! Write a review about your experience by scanning the QR code!



## Practice Pulses

Pulses are sent regularly to patients as a means to communicate important reminders related to our professional care, updates related to the practice, and worthwhile content from our team or other trusted healthcare resources. These communications are sent via email to patients that sign-up to receive this communication.

### SUBSCRIBE TO OUR PULSES

 Enter your name

 Enter your email

SUBSCRIBE

## Read the Blog

Our blog includes a variety of topics related to health and wellness from our perspective. So whether you are looking for suggestions on healthy eating, or you'd like to learn more about diabetes, we have an article for you. More than that, we include updates about our practice, our providers and even our patients. We love to showcase the amazing things going on at the practice. Don't see something you'd like to learn more about? Let us know. We'd love to research new content and share it with you.



## Learn More About Us

Visit our website to learn more about our offices and what we can do for you!



# PHONE MENU REFERENCE GUIDE

## Phone Menu Reference Guide

Your calls are very important to us. As a way to enhance our service to our patients, we are implementing an automated phone attendant. This reference guide outlines the updated menu options and the information needed to complete your request. Please be mindful of choosing the appropriate option to ensure your request is sent to the correct department. Selecting the wrong option delays our response to you. Thank you for your cooperation and understanding.



### Option 2: Scheduling an In-Office or Telehealth Appointment

- If you are looking to schedule a same day sick appointment, telehealth appointment, pre-operative appointment, or another type of appointment, this is the option that will connect you with one of our dedicated staff that can schedule your appointment.
- If you are having difficulty getting through to a staff member, feel free to leave a message or use our portal to request an appointment.

### Option 3: Clinical Questions & Medication Refills

- You can receive assistance with non-urgent clinical questions, referrals and prior authorizations by choosing this option.
- Please be aware that clinical questions involving changes of any kind to your current care plan or medication regimen, or request for additional testing/labs may require an appointment.
- Prescriptions will be sent to the pharmacy within **24 business hours**. If you call on a Friday with an immediate need for medication, it is not guaranteed we will be able to fulfill the request until the following Monday.
- Controlled substance refills may require an appointment before a refill is sent to the pharmacy and **will not** be sent in the evening or over the weekend.
- If you are unable to connect with someone, leave a message with the patient's first and last name, DOB, phone number, name of medication (including strength and dosage) and prescriber's name.

### Option 4: Facilities

If you have a family member at one of the facilities we support (i.e. nursing home, personal care home, etc.), this is a way to get in touch with our team that communicates directly with the providers at those facilities. Please make sure to leave a message with the name of the patient, their date of birth and the reason for your call with a good call back number. *Please be aware you must be an approved contact for us to speak with you about their care!*

### Option 5: Medical Records and Address/Fax Information

If you have questions or inquiries regarding your health information or your medical history on file with the office, please leave a message with your information and our medical records specialist will follow-up within 24-48 business hours.

### Option 6: Billing or Insurance Questions

We always have a staff member available to speak with patients about their billing and insurance questions. If you are unable to speak to a billing staff member directly, please leave a message with the patient's first and last name, DOB, phone number and brief message. They should get back to you within 24 business hours at the latest!







**GENESIS MEDICAL**  
ASSOCIATES, INC.  
A TRADITION OF QUALITY HEALTHCARE

**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  
**Phone:** (412) 931-3066    **Fax:** (412) 931-2464  
[www.genesismedical.org](http://www.genesismedical.org)