

## Our Philosophy

*Here at Valley View Family Practice every aspect of your medical care should be as personal and customized as possible. That is getting harder for us & you as government dictates more and more how care should be provided, and insurers put in place evermore complex rules and barriers to care. We work in teams, which we think allows providers, patients, nurses and secretaries to know each other better. We try to see sick or injured patients quickly, usually the day they call. We are one of a few practices that still cares for our patients, adults & children, when they are in the hospital. (We provide inpatient care at F.F. Thompson Hospital in Canandaigua.) There are naturally some trade-offs for providing personalized care. For example, patient care will always take precedence over paperwork, & it is not always possible to schedule administrative care like sports physicals on short notice. We welcome your input & feel honored that you put your trust in us.*

## VALLEY VIEW FAMILY PRACTICE



## Valley View Family Practice Associates

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### WHERE DO I GO?

My Valley View Provider/

My Family Doctor

OR

Emergency Room

OR

Urgent Care

**\*If you are ever in doubt about which facility to choose, contact your primary doctor.**

To speak with a Valley View doctor after hours, call the office & leave a message. The on call doctor will return your call. If you have not heard back in 30 minutes, call the Thompson Hospital operator.

This information can help you figure out where to go for medical treatment when you need it most.

## WHERE DO I GO?

### My Valley View Provider:

#### **Examples:**

#### **Common illnesses, when you or your child looks or acts sick:**

- Fever
- Flu
- Sore throat, cough
- New pain
- Nausea or vomiting
- Anxiety or depression

#### **For problems that need care now:**

- Back pain
- Injuries, sprains, and cuts that need stitches
- Infections
- Asthma

#### **And, as always, for:**

- Help with long term illness or conditions such as diabetes or high blood pressure
- Prescriptions
- Checkups and shots
- School physicals

### Emergency Room:

Emergency Rooms treat *severe* and *life-threatening* conditions and are always open.

#### **Examples:**

- Chest pain
- Stroke
- When heavy bleeding doesn't stop
- When breathing is very difficult
- After a serious accident
- After a head injury
- After a seizure lasting more than 3 minutes
- Sudden or severe pain
- Severe abdominal pain
- Other major trauma

### Urgent Care:

Things can come up when the doctor's office is closed that aren't severe or life-threatening but still need to be seen before the office reopens. Many problems can safely wait for a regular appointment at your doctor's office. Their care is often better and more personalized. The best way to decide is to speak with the physician on call **554-3119\***.

#### **Examples:**

- Ear infection
- Fever or flu-like symptoms
- Allergic reaction
- Minor burns or injuries
- Possible broken bones
- Animal bites
- Bladder infection