

LIMA PHONE DIRECTORY

We are aware our automated phone line is challenging. As our offices provide multiple specialties and ancillary services, listing every option creates a tedious phone listing. An operator is available, but cannot manage the hundreds of incoming daily calls.

In an effort to reduce your frustration, please use this directory to better navigate the automated system. If you know the exact four digit extension of the person you need, you can enter that at any time.

As a reminder, true medical emergencies should call 911 immediately

Primary Care Team 717-202-0287

If you know the direct extension for your nurse, you may enter it and bypass this menu.

- Request a prescription refill please *press 3*
- Make, change or cancel a previously scheduled appointment *press 4*
- Same day acute appointments *press 5*
- Speak to a nurse *press 6-or enter their direct extension*
 - Travis Hunyara PA-C nurse ext. 1118 or *press 2*
 - Dr. Anne Hayes nurse ext. 1240 or *press 3*
 - Dr. Tamara Adams nurse ext. 1224 or *press 4*
 - Dr. Edwin Kase nurse ext. 1140 or *press 5*
 - Rebecca Torquato PA-C nurse ext. 1136 or *press 9*
 - Michael Anderson PA-C nurse ext. 1161 or *press 1*

Rheumatology team 717-202-0285

Dr. Gallagher, Dr. Gutierrez, Dr. Kantor, Dr. Samuels, or Meghan Lathrop PA-C

- Request a prescription refill *press 3*
- Make, change or cancel an appointment *press 4*
- Same day acute appointments or speak to a nurse, *press 5*

Nephrology and Endocrinology team 717-273-9617

Dr. Mohammed, Dr. Siddiqui, Maria Huffman CRNP, Margaret Brandt, CRNP, Cara Kapaun, CRNP

- For prescription services *press 3*
- Make, change, cancel an appointment *press 4*
- To speak with a nurse *press 5*

If prompted for a voicemail-please include your full name, date of birth, return phone number and a reason for your call. Every attempt is made to return calls by the end of each business day.

Department Guide

The following extensions can be used when calling the main number (717-273-6706)

Department	Extension
Appointments (schedule, change, or cancel)	1284
Laboratory	1210 or 1221
Radiology/Bone Density	1187
Procedure Room/Infusions	1126
Physical Therapy	1160
Billing	1214
Medical Records	1130
Portal Questions	1185
Administration	1241

LIMA PRESCRIPTION LINE SERVICES 717-273-6671

PRESCRIPTION REFILLS REQUIRE A MINIMUM OF 72 HOURS FROM THE TIME OF YOUR REQUEST. IF AUTHORIZATION IS REQUIRED, PLEASE ALLOW AN ADDITIONAL 5 BUSINESS DAYS TO COMPLETE.

The prescription line is a voice mail system. To avoid delays with your refill, please leave the following information after prompted:

1. YOUR FULL NAME
2. YOUR DATE OF BIRTH
3. YOUR RETURN PHONE NUMBER
4. YOUR PHYSICIAN'S NAME
5. NAME OF THE MEDICATION
6. DOSE OF THE MEDICATION
7. HOW OFTEN YOU TAKE THE MEDICATION
8. IF REQUESTING A 30 DAY OR 90 DAY SUPPLY
9. NAME OF THE PHARMACY

PRESCRIPTION REQUESTS CAN ALSO BE COMPLETED THROUGH THE PATIENT PORTAL THAT YOU MAY ACCESS ON OUR WEBSITE AT www.limaonline.net

You may press "0" for the operator at any time during the automated message.

If trying to reach the Hershey or Lititz locations, call the main number (717-273-6706) and press "0"-the operator will direct your call accordingly