

Prescription refills and questions

For prescription refills, please leave a message with your request and the details below. We ask that you have already verified with your pharmacy that you do not have any refills left before you do this. When leaving your message, please speak slowly and leave a message that includes all of the information requested below so there are no additional delays.

1. Your full name and spelling of your name
2. Date of Birth
3. A telephone number where you can be reached during the day
4. The name of the medication and current dosage.
5. Quantity requesting
6. The specific pharmacy name, phone number, and location you would like us to contact.

Please allow 3 business days for your refill request to be completed and plan accordingly. As a reminder, please request a refill when you have 1 week of medication remaining as this allows us to process your request without delay.

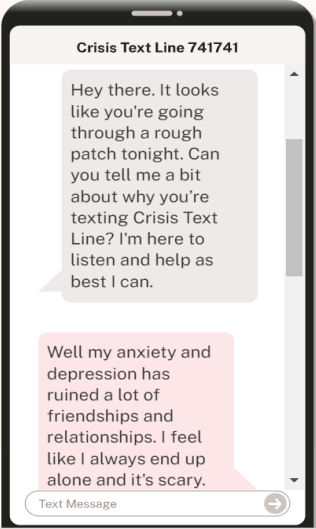
After-hours care

Non-urgent anytime

1. The patient portal- the portal allows you to connect with your provider for any non-urgent issue.
2. Phone: 518-213-0584 for non-urgent scheduling, questions, and information.

Urgent and Emergency Care After Business Hours (Business hours are M-F from 7:30 AM-4:30 PM)

1. After hours on weekdays and on weekends please use the resources below.

<p>741-741- If you're in emotional distress, text HOME to 741-741 to connect with a counselor immediately. How It Works Text HOME to 741741 from anywhere in the United States, anytime. Crisis Text Line is here for any crisis. A live, trained Crisis Counselor receives the text and responds, all from our secure online platform. The volunteer Crisis Counselor will help you move from a hot moment to a cool moment.</p>	
<p>988- If you or someone you know is struggling or in crisis, help is available. Call or text 988 or chat 988lifeline.org the National Suicide Prevention Lifeline for 24/7 emotional support.</p>	
<p>911 If you're having a medical or mental health emergency, call 911 or go to your local ER.</p>	