



Medical Department Adult & Adolescent Psychiatry & Addiction Medicine Service

Who Are We?

The Medical Department provides support for our Adult & Adolescent Psychiatry and Addiction Medicine Services.

Frequently Asked Questions

HOW DO I RESCHEDULE OR CANCEL MY APPOINTMENT?

Contact us by phone, patient portal or through your text message reminders to cancel or reschedule an appointment.

DO I HAVE TO BE SEEN IN-PERSON OR CAN I DO MY APPOINTMENTS VIA TELEHEALTH?

Some appointments are required to be in-person. The choice of in-person or telehealth appointments will be decided by your provider. Patients are encouraged to discuss their appointment needs with their provider directly.

DO YOU HAVE RESOURCES TO HELP ME IF I NEED ASSISTANCE GETTING TO MY APPOINTMENT?

Speak with your counselor or provider if you need assistance with transportation.

I WAS LATE TO MY APPOINTMENT, WILL MY PROVIDER STILL SEE ME?

If you are going to be late, please call us directly. If you are more than 5 minutes late, your appointment may need to be rescheduled.

HOW DO I REQUEST A MEDICATION REFILL?

Contact your pharmacy directly 5-7 days prior to taking your last dose, for all medication refill needs. For any additional questions or concerns, contact the Medical Department directly at 716-831-0200.

WHO SHOULD I CALL TO SEE IF MY MEDICATION IS READY?

Call your pharmacy directly. Patients are encouraged to sign up for pharmacy alerts.

WHAT IF I HAVE PAPERWORK FOR MY PROVIDER TO SIGN OR I NEED A LETTER FROM MY PROVIDER?

Let our staff know as soon as possible. Paperwork and letters may take up to 10 business days to complete.



Are you in crisis, experiencing emotional distress,
or worried about someone you know?

Call or **text 988** or chat at **988lifeline.org**
24 hours a day, 7 days a week.

The following resources are also available to you:

Erie County Crisis Services: 716-831-4475

Spectrum CARES (Erie County - Under 18): 716-882-4357

Niagara/Genesee County Crisis Services: 716-285-3515

Cattaraugus County Crisis Hotline: 1-800-339-5209

24 Hour Addiction Hotline: 716-831-7007

Suicide Prevention Lifeline: 1-800-273-TALK (8255)

Medication Resources:

NY Matters: 765-MATTERS (6288377)

ECMC MAP: 716-898-4245

The Emergency Room and Urgent Care should be utilized for any urgent medical needs.

Contact the Medical Department:

HOURS:

Monday - Thursday: 8:00AM - 5:00PM
Friday: 8:00AM - 1:00PM

AFTER HOURS:

Medical Emergency: Call 911
Psychiatric Emergency: Call 988

PHONE: 716-831-0200
FAX: 716-458-4850

Learn more about enrolling in
Horizon's Patient Portal:



bit.ly/3Sj5xU7