



## Welcome to Virtua Medical Group where you are at the center of your care!

- Our goal is to provide you with comprehensive, coordinated care that meets all of your healthcare needs using a team approach, where we treat the whole person.
- We strive to provide you with access to your healthcare team, whether providing timely access to appointments or medical advice before, during or after hours.
- At Virtua Medical Group, our care teams practice evidence-based guidelines to provide safe, effective, quality care to all patients.
- Most importantly, we encourage you to be actively engaged in your healthcare in order to reach the highest possible outcomes together.

### For a list of our locations, clinicians and office hours:

- Visit [www.virtua.org](http://www.virtua.org) or call 1-888-Virtua-3 (1-888-847-8823)

### Scheduling Appointments:

When calling our office, be sure to tell the scheduler the reason for your appointment so that we are able to plan on a date and time that is not only convenient for you, but also allows adequate time for your appointment type. Please arrive 15-20 minutes prior to your appointment to allow time for registration. Should you run late for your appointment please call the office to inform us of your expected arrival time, as we may need to reschedule your appointment if you are more than 20 minutes late. Please call 888-Virtua-3 to schedule an appointment.

### Access to Clinical Advice 24/7:

All patients have access to clinical advice 24 hours a day for the management of urgent and emergent conditions. Please call our office with any concerns, for 24/7 access to your care team, including coverage by our on-call clinicians. Let our team help advise you of “where to go” and “when,” rather than making this decision on your own. We will work with you and your care team to answer any questions, schedule a same day appointment, or if needed direct you to a more acute level of care with Urgent Care or the Emergency Department. If you feel you have a life threatening emergency always call 911 or go to the nearest hospital emergency department. Remember, in order to assist us with coordinating your care needs please inform the practice regarding any care you engage in with another healthcare facility or provider. (Include Where to go When Flyer).

### Virtua Urgent Care Locations:

#### **Cherry Hill**

315 Route 70, Cherry Hill, NJ 08034

#### **Medford**

128 Route 70, Suite 1, Medford, NJ 08055

#### **Moorestown** (Health & Wellness Center}

401 Young Avenue, Suite 180, Moorestown, NJ 08057

#### **Mount Holly**

555 High Street, Suite 16A, Mt. Holly, NJ 08060

#### **Voorhees**

158 Route 73, Suite B, Voorhees, NJ 08043

#### **Washington Township** (Health & Wellness Center)

239 Hurffville-CrossKeys Rd, Ste 160, Sewell, NJ 08080

#### **Westmont**

602 W. Cuthbert Blvd, Unit 26, Westmont, NJ 08108

**For Urgent Care hours of operation and wait time visit: [www.virtua.org](http://www.virtua.org)**



## Medication Refills:

We use electronic prescribing to improve prescription safety and efficiency. Prescription refills are issued during regular business hours. For the quickest turnaround time we recommend that you call your pharmacy to request refills. Patients who have not been seen by a provider in more than 6 months will be provided a refill for maintenance, but will need to schedule an appointment within the next 90 days.

## Test Results Communication Process:

Upon receipt of test results, your clinician will review and verify your results, as deemed appropriate by your clinician or their representative and will contact you to communicate results, (either in-person, telephonically, via letter, or electronically). We also encourage you to access the MyVirtua portal where you can view your results electronically and communicate with your care team.

## Wellness and Preventative Care

Your Care Team is committed to promoting your health and wellbeing. We would also like to remind you that health is optimized when you are actively engage in your healthcare. There are a number of preventative health screenings and immunizations that your care team will recommend to help you to maintain a healthy lifestyle. You can also actively monitor your preventative care needs by accessing the Health Maintenance section of your patient portal.

## My Virtua - Patient Portal

Stay Connected to Your Care. Wherever you are. Whenever you need it. My Virtua helps you access your health record online.

## Benefits of MyChart

A new and improved way to manage your personal health information online. MyChart provides 24/7 access to:

- Manage your appointments
- [Check in and complete your "paperwork" 48 hours before your appointment](#)
- Submit clinical questionnaires online before your appointment
- Keep up-to-date on vaccines and other routine exams
- [Access your test results and physicians' notes](#)
- Communicate with your healthcare provider(s)
- Pay bills online
- Request prescription refills
- Delegate access to a family member or caregiver
- For instructions on how to sign up visit: <https://www.virtua.org/videos/mychart-sign-up-tutorial>

Our practice staff is happy to assist you with registering for My Virtua during your visit. However, if you need assistance with My Virtua, from home please call 856-246-4113 or complete the "Request Help" form in the "Technical Assistance" section at MyVirtua.org.