

Primary Care at Ninth Street Internal Medicine

Whether you are a new patient to our practice or have been with us for 30 years, here is some helpful information about our office. We look forward to being part of your medical care!

Appointments

To schedule an appointment for any reason, please call the office at 215-440-8681 during regular office hours Monday through Friday 7:30 am - 4:30pm. You can also schedule some appointments online by going to NSIMonline.com and clicking on the link that says "Book Online."

Important Numbers

- Main office: 215-440-8681
- Fax: 215-440-9953

Urgent Care

We schedule appointments for the same day or next day when patients have unexpected problems or concerns. Please call to set up an appointment with your primary care provider or one of the other excellent providers at NSIM. These appointments can be in person or by phone/video depending on your needs. If you are contemplating coming to the office without an appointment, we request that you call first so we can give you a time to make sure you are seen promptly.

After Hours

If an urgent medical problem or urgent question regarding a medical issue arises after hours, please call our office and ask the answering service to contact your provider or the NSIM provider on duty. For non-urgent matters, you can send a message through the NSIMonline.com patient portal, or you can call our office during normal business hours. Please do not leave any urgent information by voicemail.

Emergency Room Visits

When possible, please call us prior to going to an emergency room. Our hope is to help you avoid unnecessary emergency room visits when possible by being available for same day and next day urgent appointments – both in person and virtually! If you do require evaluation in an emergency room, we can also help facilitate your ER visit and transition records to make sure you receive the best possible care.

Patient Portal

Please sign up for our patient portal! You can find the link on our website NSIMonline.com or you can download the Healow app for your smart phone (our practice ID is ACJ BAA). It is a great way to communicate straightforward, non-urgent questions or updates. There are a lot of things you can do on your patient portal:

- Send messages to your care team – we do our best to reply as quickly as possible, but please allow 2 business days to receive a response
- Review your lab results and immunization records
- Request medication refills, appointments, or referrals

On-Time Appointments

Patients are thrilled that we are running on time. Please arrive 5-10 minutes before your appointment so we can spend all of our scheduled time together. If you arrive more than 15 minutes late, your appointment may need to be rescheduled.

Cancellations

Please have the courtesy to call the office if you need to cancel an appointment so that we can offer that time to another patient. If you **no-show** an appointment without cancelling, you will be charged a fee. Repeated **no-shows** may result in dismissal from our practice.

Prescription Refills

Every attempt will be made to process refill requests the same day or next day. When you need a prescription refill, please allow 48 hours for our office to process your request. You can request a refill several ways: through your pharmacy, on our NSIMonline.com patient portal, or by calling our office and leaving a voice message.

Payments

All co-pays and deductibles should be paid when you visit the office. Depending on your insurance, there may be a co-pay for medical care provided over the phone by your provider. If your insurance requires a co-pay for a telehealth appointment, you may receive a bill after the service.

Labs

If you have never been to our office before, your provider would like to meet you before labs are ordered. If your provider orders blood work, these tests can be done at Quest, LabCorp, or another lab of your choice (check with your insurance if they have a preference).

Other Services

- Dietician Sarah (Burbee) Lee has appointments in person and virtually. She has experience with a variety of medical conditions, including diabetes, high cholesterol, and obesity.
- Diabetes Education Classes are offered virtually, and we also offer one-on-one visits with a Certified Diabetes Education Specialist.
- Libre continuous glucose monitor for patients with diabetes or pre-diabetes. If you already have a LibreView online account, please add NSIM (practice ID #06013252).
- Well woman exams and contraceptive counseling
- Minor procedures such as removing stitches or cleaning ear wax
- Travel immunizations
- STD testing

Updates

Make sure you let your specialists and your insurance company know that we are your new primary care providers!