



## Phone System Guide - Pain Center

This is an automated phone system. **Please listen carefully to instructions.**

- The Center is open from 8:00a.m. –4:00p.m., Monday through Friday (Excluding weekends AND holidays). Phone: **716-845-4595**. (See extensions list below for different needs.)
- **If your concern is urgent, do not leave a message - go to the closest emergency department or call 911.**

Once you are connected to the automated phone system you will be prompted to leave a message at the following extensions. Press:

### **#1 To make or change an appointment.**

**#2: To manage your prescriptions and request refills:** Please listen to the instructions before leaving a refill request. You will be asked to provide the following information.

- **Wait for the BEEP, then press #**
- First and last name (then press # to proceed to next step)
- Telephone number (then press # to proceed to next step)
- Medical record number/ Date of Birth (then press # to proceed to next step)
- Medication name, dose, and how often you take it (then press # to proceed to next step)
- Name and number of pharmacy (then press # and hang up)

**Please do not call your pharmacy to request refills from the pain team. Call the pain service and press # 2.** This will allow the pain team to return your call and process the prescription. We have 24-72 hours to process your refills. **This is why it is important to notify us 3-5 days before you will run out of medications. Refills will not be filled until we speak to you.** Please be available for our return call.

**#4: To leave a brief message reporting your pain concern: Leave your name, medical record number, and a contact number where you can be reached.**

If you leave us a message at any time, please speak slowly and clearly. Be sure to include all of the above information as well as anything else that may help us to provide you with care.