

Family Medicine at Monument Square

317 George Street
New Brunswick, NJ 08901

732-235-8993

Fax: 732-246-7317

Email: fmrwjmg@rwjms.rutgers.edu

Office Hours

Monday, Wednesday & Friday

8:00 a.m.—5:00 p.m.

Tuesday & Thursday

8:00 a.m.—8:00 p.m.

Walk-in or same-day visits are welcome between 8:00 a.m. and 4:15 p.m. for all established patients.

After-Hours On-Call Service

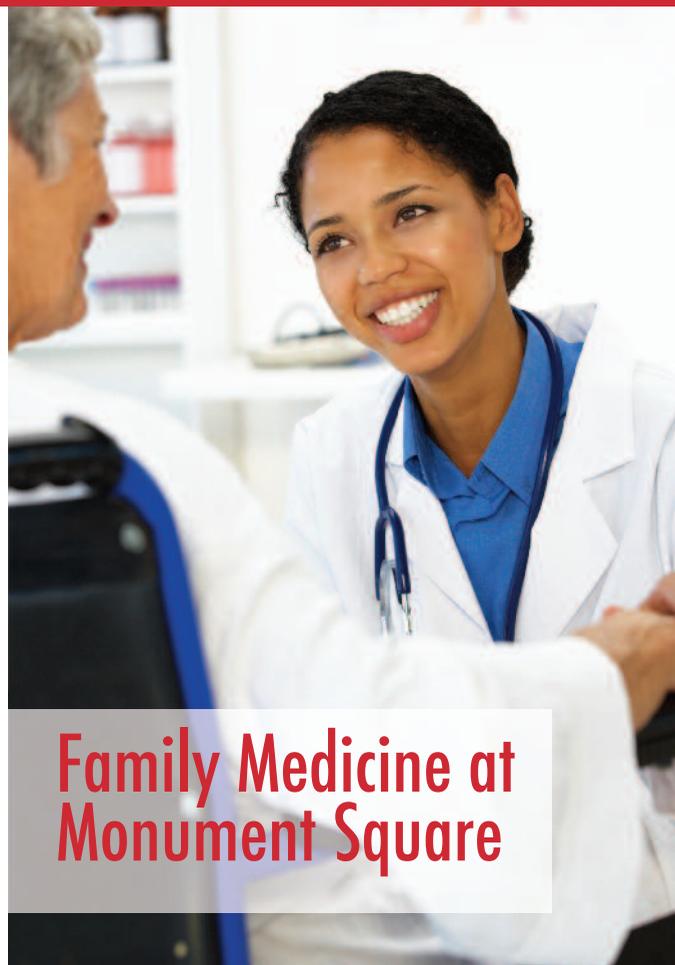
732-235-8993

Family Medicine at Monument Square is proud to be a premier teaching center of Rutgers Robert Wood Johnson Medical School—training family medicine physicians, as well as medical, nursing, and other health profession students.

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Where great medicine is academic.

Robert Wood Johnson Medical Group is the faculty practice of Robert Wood Johnson Medical School, part of Rutgers, The State University of New Jersey

Family Medicine at Monument Square is your personal medical home.

We are committed to care that is

- Individualized to your health needs
- Responsive and compassionate
- Family- and patient-oriented

At the heart of our practice are coordinated teams, led by board-certified family medicine physicians, that include physicians, nurses, medical assistants, and front-office staff—all focused on you.

Thank you for choosing us as your partner in meeting your health care needs.



Comprehensive Care for Your Whole Family

As family medicine specialists, we have the ability to care for patients' evolving health care issues, from newborn to end-of-life care. Our full array of clinical services includes:

- **Primary care for infants, children, and adults**
- **Urgent care**
- **Annual physicals and wellness visits**
- **Geriatric medicine**
- **Minor surgical and gynecological procedures**
- **Prenatal and delivery services**
- **Sports medicine**
- **Women's health**
- **Home visits**
- **Acupuncture**





24/7 Physician Access

Making an Appointment

To schedule an appointment with one of our physicians—whether for a routine follow-up, wellness visit, or same-day sick visit—call our main line at **732-235-8993**.

Please arrive 15 minutes prior to your appointment time to ensure insurance paperwork is complete.

If you arrive 10 or more minutes late, we may need to reschedule your appointment. We will work to accommodate you in any way possible—for example, arranging for you to see another doctor who is available, delaying your appointment until your scheduled physician is available, or possibly rescheduling for another day. *This policy exists as a courtesy to you and all of our patients.*

Insurance Coverage

Please bring your insurance card to each visit and present it to the receptionist. When there has been a change in your personal and/or insurance information, please help by notifying us immediately of the changes.

If you have questions regarding any bills received from our practice, please call 732-235-8315.

Care Coordination

It's important for us to know your entire medical history and other physicians who are caring for you, so that we can coordinate your care to be sure there are no unnecessary repeats of tests or interactions among your medications.

We follow U.S. Preventive Health Services guidelines for preventive health and use evidence-based care in helping you toward better health. We offer a range of self-management teaching right here in our office, including diabetic blood sugar testing and insulin injection instruction.

While we provide most of what patients need within our office, please let us coordinate your care if you need to see a specialist by discussing the problem with your primary care physician. If needed, consultations are available with our specialty colleagues here at Rutgers Robert Wood Johnson Medical Group, who share our electronic health record and will have all your health information at their fingertips.

Please request all non-emergency referrals at least seven days in advance of your appointment with other services; unless it is an emergency, we are unable to accommodate walk-in requests for referrals or to fax referrals. Post-dated referral requests will not be processed.

Learning Your Test Results

Your test results will be available from our office **within two weeks** of the date the test was performed. You can access your results through a secure health connection website called **RWJMedConnect** (you can log in at <https://rwjmedconnect.gehealthcare.com>), or you can ask your family doctor to send your results by mail. You will be called directly by your doctor or team nurse with any urgent findings.

If you have not received your results after 15 days, please call and leave a message for your team nurse. We hold your confidentiality in the highest regard and will only discuss your results with you or someone you have designated.

Refilling a Prescription

Please contact your pharmacy directly to request refills **at least three business days** before you run out of medication. Your pharmacy will contact our office for approval. Within three business days, you will receive your refill or an explanation of why we are unable to refill the medicine. Alternatively, you can email your refill request to fmrwjmg@rwjms.rutgers.edu.

Because minor illnesses and medical issues don't keep regular office hours, we have a doctor on call after our office is closed—even on the weekends. Our physicians can help you get the care you need, when you need it.

For urgent health needs, please call our office to be connected with our on-call doctors, any time day or night:

732-235-8993

Please note: In a medical emergency, dial 9-1-1, or go immediately to the hospital emergency department.

Be sure to give them our practice name—Family Medicine at Monument Square—to ensure coordination of care after your emergency visit or hospital stay. Robert Wood Johnson University Hospital is the principal hospital of Robert Wood Johnson Medical School.

Get secure, 24/7 access to your health information: register at <https://rwjmedconnect.gehealthcare.com>