



Fairfield Medical Associates

We at Fairfield Medical Associates, LLC would like to welcome you to our practice. We want to take the time to explain some policies and give you important phone numbers that you may need in the future.

To reach the operator, please call (740) 687-8600. The receptionist will schedule your appointments, take message for the physician's assistant, and help answer any questions that you may have. If all lines are busy at the time of your call, you will be forwarded to our voicemail system. You will need to leave your full name, date of birth, phone number, and a brief message regarding the nature of your call. Someone will return your call in a timely manner.

We also have a **Prescription Refill Line**. You can call and leave a voicemail request for refills for medications at (740) 475-0550. You **MUST** leave:

- Your full name
- Date of birth
- Phone number
- Physician's name
- Pharmacy's name and location (ie. Krogers East, Walgreens Main, and Risch's Fair).
- Name of medication, dosage, and how often you are taking it.

You must allow 24-48 hours for all prescription refills. Please call prior to running out of medication to avoid missing doses. After 48 hours please check with your pharmacy to see if your prescription is ready before calling our office.

For questions regarding your insurance or bill, please call **Billing** at (740) 455-3304.

For questions regarding the need to see a specialist or if your physician is sending you for further testing please call our **Referral Department** at (740) 475-0567.

Phone Number list:

Main Switchboard	(740) 687-8600
Prescription Refills	(740) 475-0550
Referral Department	(740) 475-0567
Billing Department	(740) 687-8643
Fax	(740) 475-0598

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1781 Countryside Drive, Lancaster, Ohio 43130