



## Our Services

- Comprehensive primary medical care and counseling for the entire family, including:
- Infant and Children’s care for Well Child visits, immunizations, school physicals, ADHD evaluation and treatment, and illness care up to and including inpatient care at Strong Memorial Hospital if needed.
- Adolescent care, including sports physicals, illness care, and help working through adolescent adjustment issues involving emotional distress, sexuality, and drug and substance abuse.
- Women’s Health and Maternity care, including family planning, prenatal care, delivery at Highland or Unity Hospitals, and postpartum care.
- Full Adult and Geriatric medical care for both acute and chronic illnesses, including evaluation, counseling, treatment, and referral (if needed) for common emotional disorders.



**His Branches  
Health Services**

Visit us on the web at  
[www.hb-health.org](http://www.hb-health.org)

## Contacting Your Team

### During Normal Office Hours:

Call your regular office (see below) Monday through Friday, 8:30 AM – 5:00 PM.

### After Normal Office Hours:

Outside normal office hours, you can still call the office for urgent matters and an on-call provider will return your call.

### Grace Family Medicine

- **Phone: (585) 235-2250**  
340 Arnett Boulevard  
Rochester, NY 14619

### Joy Family Medicine

- **Phone: (585) 697-0004**  
918 N Goodman Street  
Rochester, NY 14609

### For serious Emergencies:

Call 911 or go to the nearest Emergency Department.

### For Non-urgent Matters:

Use the Patient Portal to send messages electronically for medication refills, appointment requests, test results, referrals, and non-urgent clinical questions.

Access the **Patient Portal** at  
[www.hb-health.org/portal](http://www.hb-health.org/portal)

# I’m hurting! Where should I go now?



**My His Branches  
Health Services  
Provider**

OR

**Urgent Care Center**

OR

**Emergency Room**

?

This information can help you figure out where to go for medical treatment when you need it most.

## WHO SHOULD I CHOOSE?

### #1 My Regular Doctor's Office

#### EXAMPLES:

*Common illnesses, when you or your child looks or acts sick:*

- Fever, infections or flu-like symptoms
- Sore throats, coughs
- Back Pain or New Pain
- Nausea or Vomiting
- Anxiety or Depression

*For problems that need care now like:*

- Asthma
- Bladder infections
- Earaches or Headaches
- Gyn conditions, Discharges
- Injuries, minor burns, sprains, and cuts that need stitches

*And, as always, for:*

- Help with long term illness or conditions such as Diabetes, High Blood Pressure, Substance Issues
- Missed or irregular periods
- Prescriptions
- Checkups and shots
- School Physicals

### #2 After Hours Urgent Care Center

#### EXAMPLES:

*After Hours & Urgent Care Centers treat conditions when your Doctor's office is closed that aren't life-threatening but need to be taken care of right away.*

- A badly sprained ankle
- Acute allergic reactions
- Possible broken bones
- Animal bites
- Acute abdominal pain

**Before you go... call 235-2250 to see if we can help you**

### #3 Hospital Emergency Room

#### EXAMPLES:

*Emergency Rooms treat severe and life-threatening conditions and are open 24 hours a day, seven days a week*

- Chest pain
- When bleeding won't stop
- When breathing is very hard
- After a serious accident
- A serious head injury
- After a convulsion lasting more than 3 minutes
- Sudden or severe pain
- Stroke
- Other major trauma

**Call us first!**

**If you're in doubt about which care facility to choose, it's always a good idea to call your doctor's office for guidance.**

To speak with someone at His Branches Health Services during or after office hours call **585-235-2250** and they will help you.