

Our Mission Statement

The office of Frank R. Laurri, MD & Associates, PC seeks to improve the health and well-being of our patients by providing compassionate high-quality care and support.

Need an urgent or same day appointment? Call our office before going to the Emergency Room or Urgent Care Center. A medical provider is on call seven days a week. After normal business hours, please call our Niagara County office at 716-205-0170 or Erie County office at 716-261-1474 to be connected to our answering service who will contact your provider. Your call will then be returned.

COMMUNITY RESOURCES

NEW YORK STATE SMOKER'S QUITLINE

1-866-NY-QUITS
1-866-697-8487

NEW YORK STATE HOPELINE

1-877-8-HOPENY
1-877-846-7369

Offering help and hope 24 hours a day, 365 days a year for alcohol, drug abuse and gambling problems.

TRANSPORTATION

Caring Harts Transportation: 716-457-3051
Wyoming County Transit 1-800-627-0481

OFFICE OF THE AGING/MEALS ON WHEELS

Wyoming County 585-786-8833
Cattaraugus County 716-373-8032
Erie County 716-858-8526
Allegany County 585-268-9390

UNINSURED INFORMATION

healthcare.gov
1-800-318-2596

Frank R. Laurri, MD & Associates, PC

A Patient-Centered Medical Home.
Providing quality medical care to families for over 35 years.

Niagara County Office Location:

10175 Niagara Falls Blvd Suite 1
Niagara Falls, NY 14304

Niagara County Phone Hours:

Monday thru Friday 8:30 am – 5:00 pm

Phone Number: 716-205-0170 **Fax:** 716-205-0818

Erie County Office Locations:

9097 Main Street Clarence, NY 14
3065 Southwestern Blvd Suite 102
Orchard Park, NY 14

Erie County Phone Hours:

Monday thru Friday 8:00 am – 4:30 pm

Phone Number: 716-261-1474 **Fax:** 716-261-1473

FOR EMERGENT AFTER-HOURS CALLS, YOU MAY CONTACT OUR ANSWERING SERVICE BY DIALING OUR PHONE NUMBER, TO CONTACT THE ON-CALL DOCTOR.

Website Address

www.laurrimdassoc.com

For services offered at our practice, please visit our website at www.laurrimdassoc.com refer to the SERVICES page.

Patient education and self-management tools are provided at your visit.

WHAT IS A PATIENT-CENTERED MEDICAL HOME

A patient-centered medical home is a concept based on teamwork – teamwork between physicians and their clinical staff, primary care physicians and specialists, and clinical teams and their patients. Together, the members of your team, using evidence-based guidelines, focus on the care and services you need, including behavioral health in a manner that best suits a patient's needs.

Access – We will be ready to respond 24/7.

Communication – In person, by telephone or video and by the patient portal.

Patient involvement – You are the important member of our team.

OUR PART

We will get to know you, your condition, family history, risk factors and other important conditions that can influence your health and care.

We will make healthcare decisions together based on what is best for you. We will coordinate your care across multiple settings. Your care team will help you understand available options and a care plan will be developed specifically for you. You will be given, at the end of every visit, a summary of your visit for that day. We will go over your medications and give you clear instructions of what is expected of you and how to achieve your treatment goals.

We will follow-up with you to ensure appointments are set and goals are reached. Our goal is to help you live the healthiest life possible.

PATIENT PORTAL

You can request prescription refills, ask for an appointment or have access to your medical record anytime through our on-line patient portal. Please ask any staff member for information to sign up for this access.

RECORDS RELEASES/TRANSFERS
Forms are available on our website or ask one of our staff for this information.

YOUR PART

We ask that you play an active role in your healthcare. Learn about your condition and what you can do to stay as healthy as possible. Understand how certain habits and lifestyle choices can impact your health.

Participate in following the care plan we have tailor made just for you. Take your medications as directed, follow any exercise and diet goals we have set together for you.

Keep your care team informed about your history and any symptoms or changes to your health. Please make sure we are aware of any care you have received outside our office. This will ensure that your care is properly coordinated so that we can help you achieve your healthcare goals.