

Welcome to Thompson Health's Honeoye Family Practice



At Honeoye Family Practice, we put our patients first and we stress to our patients the importance of putting their health first. To ensure our patients are able to make the best possible use of the services we offer, here is some basic information about how we work.

Office hours

Monday, Tuesday, Wednesday and Friday: 8 a.m. – 5 p.m.
Thursday: 8 a.m. – 7 p.m.
Closed 12 – 1 p.m. each day for lunch

Main Phone Number

(585) 229-2215

Linda and Laura schedule appointments, help answer general questions and can also connect you with other members of our team at this practice.

Web Address

www.ThompsonHealth.com

Family practice information can be found by selecting Health Care Services from the menu and then Family Practices.

Where

- Honeoye Family Practice is located at 3 Honeoye Commons, Suite B, across the street from Honeoye Central School.
- Parking is available in front of the building where the entrance brings you right into the foyer. Our door is on the right.

Our Providers

Michael Foote, M.D

Medical School: SUNY Syracuse
Residency: St. Joseph's Hospital
Health Center, , Syracuse, NY 1995
Certifications: American Board of
Family Medicine
Year Joined Thompson: 1995

Karen Yax, FNP

Nursing School: St. John Fisher College
Certifications: American Academy of
Nurse Practitioners
Year Joined Thompson: 2000

Type of Appointment

- If you would like to speak to a nurse about your symptoms, please call Madeleine or Laurie at (585) 229-2215.
- If you have a life-threatening emergency, please call 911 or proceed to the nearest emergency department. The F.F. Thompson Hospital emergency department is located at 350 Parrish Street in Canandaigua.
- If you have an urgent issue which is not life threatening but cannot wait for the next available appointment, the Thompson Health Urgent Care Center is located at 1160 Corporate Drive in Farmington.
- If you need a check-up or follow-up visit, please call the main practice number at (585) 229-2215.

Payment

- We participate in most insurance plans, including Medicare. Be sure to check with us to confirm that we accept your insurance before making an appointment.
- Please be prepared to pay (or co-pay) for services at the time of your appointment. We accept cash, check, Visa, MasterCard and Discover.
- If you have questions or want to discuss payment or your bill, call Nancy at (585) 396-6722.

Please Bring to Every Appointment

- Your insurance card
- A list of current prescription and non-prescription medications, vitamins and supplements.
- A good description of the problem, how long you have had it and how it affects you.
- A list of questions you would like to discuss with a member of the team.

Laboratory and Diagnostic Tests

Thompson Health has four convenient lab draw station locations, including:

F.F. Thompson Hospital

350 Parrish Street, Canandaigua

HOURS:

Monday - Friday: 7 a.m. - 5:30 p.m.

Saturday: 7 a.m. - 11:30 a.m.

Canandaigua Medical Group

335 Parrish Street, Canandaigua

HOURS:

Monday - Friday: 7:30 a.m. - 5 p.m.

Mendon Lab Draw Station

20 Assembly Drive, Suite 104, Mendon

HOURS:

Monday - Friday: 7 a.m. - 5:30 p.m.

Saturday: 7 - 11:30 a.m.

Thompson Medical Center

1160 Corporate Drive, Farmington

HOURS:

Monday - Friday: 7:30 a.m. - 5 p.m.

(closed daily 1 - 2 p.m. for lunch)

- Most other routine diagnostic and radiology tests may be done at F.F. Thompson Hospital. We will assist you in scheduling tests. Many times, you may schedule them yourself.
- A member of our staff will call you to discuss results of testing and needed follow-up.

Special Accommodations

- The Practice is accessible by wheelchair.
- People with limited sight and hearing should bring a companion to ensure clear communication.
- Please let us know if you need language translation. Services are available through Thompson Health.

After-Hours Care

- If you would like to speak to a clinician to help you decide how to treat an illness after hours or to help you decide whether to go to the emergency room, call (585) 327-2968. This will connect you to the answering service which will be able to page the on-call physician.
- If you receive care at an emergency room or urgent care center, please let us know by calling (585) 229-2215 within 48 hours so we can assist with follow-up care as needed.

Prescriptions

- Please talk to your provider about your prescriptions or renewals at the time of your appointment. Make sure the provider prescribes enough medicine to get you through to your next appointment.
- For refills of existing prescriptions outside of your appointment contact the pharmacy and they will contact us. If it is a controlled substance please call our office at (585) 229-2215. The best time to call is Tuesday – Thursday from 10 a.m. – 4 p.m.
- When calling in your prescriptions, please have the following information available:
 - Name of medication
 - Current dose
 - How often medication is taken
 - Name, location and phone number of your pharmacy
- Please note that on-call providers should not be asked to fill routine prescriptions and cannot call in antibiotics or narcotics.
- If you have questions about a new prescription or about discontinuing medication(s), please call the office at (585) 229-2215 and a member of our care team can help you decide if you should come back in for a visit to discuss your prescriptions.