

Welcome to Thompson Health's Victor Family Practice



At the Victor 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.

Our Providers

John McGuire, MD

Medical School: University of Pittsburgh School of Medicine

Residency: Williamsport Hospital and Medical Center, Williamsport, PA, 1995

Certifications: American Board of Family Medicine

Year Joined Thompson: 2001

John Sharza, MD

Medical School: Universidad Mundial Dominicana

Residency: Sentara Norfolk General Hospital, Norfolk, VA, 1987

Certifications: American Board of Family Medicine

Year Joined Thompson: 1996

Jennifer Mead-Samuels, PA

Medical School: George Washington University

Certifications: National Commission on Certification of Physician Assistants, 1994

Year Joined Thompson: 2006

Office Hours

Monday - Friday: 8:30 a.m. - 4:30 p.m.
Closed 1 - 2 p.m. each day for lunch

Main Phone Number

(585) 924-0690

Carol and Sarah 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

- Victor Family Practice is located at 53 West Main Street in Victor, right next to the library.
- Ample parking is available directly in front of the building.

Type of Appointment

- If you would like to speak to a nurse about your symptoms, please call us at (585) 924-0690.
- 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) 924-0690.

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, American Express and Discover.
- If you have questions or want to discuss payment or your bill, call Jen 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. The entrance is in the front of the building.
- 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) 396-6000. This is the main operator at F.F. Thompson Hospital who 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) 924-0690 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, call Joanne or Anita. They can be reached at (585) 924-0690. 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 physicians cannot 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. We will help you decide if you should come back in for a visit to discuss your prescriptions. to discuss your prescriptions.

Thompsonhealth
Family Practice

Health care for the whole family