

**SCHEDULING  
APPOINTMENTS**

To schedule an appointment at Valley Medical Group, simply call the main telephone number or the direct telephone number for the location and department you want to visit.

*To help assure better access for all of our patients, if you need to cancel an appointment, kindly give us 24 hours notice.*

If you are new to Valley Medical Group, our appointment staff can help you select a primary care practitioner best suited to meet your individual needs.

**PAYMENT POLICIES**

Co-payments and other patient responsible portion of payments are required at time of your visit.

**VMG BILLING DEPARTMENT**

Available by phone M-F  
Toll Free: (866) 431-4077

**HEALTH INSURANCE PLANS ACCEPTED**

We accept most major traditional health plans and HMOs including Health New England, Tufts, BlueCare 65 (Franklin County residents only), Blue Cross/Blue Shield of Massachusetts, BMC Healthnet, CareNet/North American Administrators, Champus, Commonwealth PPO, Connecticutare, Consolidated Health Plans PPO, Fallon Community HP, Guardian, GIC-Indemnity, Harvard Pilgrim Health, Health Care Value Management (HCVM) PPO, HMC, Atlantic PPO, HMO Blue & Blue Choice, John Hancock, Medex, Medicaid, Medicare, Medicare-Travelers Railroad, Metropolitan Life, Kaiser and Pioneer Health Plan PPO.

**Please contact your insurance company to confirm participation with your specific plan as well as benefit information. (Use the Member Services Toll Free Number on your insurance card.)**



*Prevention & Medical Care  
To Help You Live Better, Longer.*

***Amherst Medical Center  
31 Hall Drive  
Amherst, MA 01002  
(413) 256-8561***

***Easthampton Health Center  
179 Northampton St.  
Easthampton, MA 01027  
(413) 529-9300***

***Greenfield Health Center  
329 Conway Street  
Greenfield, MA 01301  
(413) 774-6301***

***Northampton Health Center  
70 Main Street  
Florence, MA 01062  
(413) 586-8400***

Please visit our website at  
[www.vmgma.com](http://www.vmgma.com)  
for more information about  
Valley Medical Group

**AMHERST MEDICAL CENTER**

31 Hall Drive, Amherst, MA 01002  
(413) 256-8561

To Schedule an Appointment:

Family Practice/Internal Medicine 256-4326  
Eye Care: 256-4444  
Behavioral Health: 256-4441  
Physical Therapy: 256-4415  
Radiology: (appointments only) 256-4444  
Valley OptiCare: 256-4409  
Podiatry: 256-8561

Hours of Operation:

8:00 a.m. – 6 p.m. (M-F)  
Saturday: Amherst Medical Center is closed  
Sunday: Amherst Medical Center is closed  
(Urgent Care provided at Northampton Health Center on Saturday and Sunday)

Departments/Services Available:

- Family Practice
  - Ambulatory Surgery & Procedure Center
  - Behavioral Health
  - Endocrinology
  - Eye Care
  - Intravenous Therapy
  - Valley OptiCare [Optical Shop]
  - Pharmacy
  - Full Service Laboratory
  - Internal Medicine
  - Physical Therapy
  - Podiatry
  - Radiology
  - Bone Densitometry
  - Digital Mammography
  - Ultrasound
- Hours of Operation: 7am-5pm (M-F)

**PRESCRIPTION RENEWALS**

If you need to have your prescriptions renewed, please call the following numbers:  
Amherst: 413-256-8561  
Easthampton: 413-529-9300  
Greenfield: 413-774-6301  
Northampton: 413-586-8400

Please allow 24 hr. notice for refills.

**EASTHAMPTON HEALTH CENTER**

238 Northampton Street  
Easthampton, MA 01027  
(413) 529-9300

Internal Medicine and Pediatrics  
Hrs. of operation: 8am-7pm (M/Tu),  
.....8am-5pm (W-F)  
Full Service Laboratory On Site  
Hours of operation: 7:00 am-3:30pm (M-F)

(Urgent Care provided at Northampton Health Center on Saturday and Sunday)

**GREENFIELD HEALTH CENTER**

329 Conway St., Greenfield, MA 01301  
(413) 774-6301

To Schedule an Appointment or for general Information please call: (413) 774-6301

Hours of Operation:

8:00 a.m.- 6:00 p.m. (M-F)  
Saturday Urgent Care: 10:00 a.m.-1:00 p.m.  
Sunday: Greenfield Health Center is closed

Departments/Services Available:

- Family Practice
  - Internal Medicine
  - Behavioral Health
  - Endocrinology
  - IV Therapy
  - Optometry
  - Acupuncture
  - Physical Therapy
  - Pediatrics
  - Podiatry
  - Radiology
  - Digital Mammography
  - Ultrasound
  - Bone Densitometry
  - Rheumatology
  - Vestibular Rehab
  - Full Service Laboratory On Site
- Hours of Operation: 6am-4:30pm (M-F)  
8am-11:30am (Sat)

**REFERRALS**

If you are referred to a Valley Medical Group health care practitioner, be sure to bring your insurance card, as well as copies of medical records or documents concerning the specific issue for which you are referred. Co-payments are due at the time of your visit.

**NORTHAMPTON HEALTH CENTER**

70 Main Street, Florence, MA 01062  
(413) 586-8400

To Schedule an Appointment:

Family Practice: 586-8400  
Eye Care: 586-8400  
Physical Therapy: 586-8400  
Radiology: 586-8400  
Behavioral Health: 585-5431  
Valley OptiCare: 585-5487  
Podiatry: 586-8400

Hours of Operation:

8:00 am - 6:00 pm (M-F)  
Saturday Urgent Care 9:00 am - 4:00 pm  
Sunday Urgent Care 9:00 am - 12:00pm

Departments/Services Available:

- Family Practice
  - Behavioral Health
  - Eyecare
  - Intravenous Therapy
  - Physical Therapy
  - Podiatry
  - Pharmacy
  - Valley Opticare – Optical Shop
  - Full Service Laboratory
  - Radiology
  - Bone Densitometry
  - Digital Mammography
  - Ultrasound
- Hours of Operation: 6:30am-4:30pm (M-F)  
8:00am-11:30pm (Sat)

**IN AN EMERGENCY**

**If it is a matter of life and death, please call 911 or go to your nearest hospital emergency room.**

If an urgent need occurs after-hours, call the main number for the center and an operator will contact the on-call physician for you.