

RETURN CALLS POLICY & CONTACT LIST

NOTE: We welcome patients to use the corresponding email addresses for their needs.

NOTE: CLINICAL CALLS/EMAILS WILL BE RETURNED AS FOLLOWS:

Monday – Friday: 3:00PM – 6:00PM for REGULAR Clinical calls & questions

Monday – Friday: 1:00PM – 3:30PM for IVF Clinical calls & questions

Administrative Staff:

Position	Employee	Email Address
Office Manager/Human Resources	JoAnn Hall	JHall@TheNewHopeCenter.com
New Patient Coordinator / Surgical Scheduler	Christel Edwards	CEdwards@TheNewHopeCenter.com
ART Administrator / Financial Counselor	Tammie Poe	TammieP@TheNewHopeCenter.com
Medical Records	Shannon Rivera	SRivera@thenewhopecenter.com

Clinical Staff:

Position	Employee	Email Address
IVF Nursing Supervisor/ Clinical Floor Supervisor	Jamie Chapman	JChapman@thenewhopecenter.com
Lab Test Results / Prescription Inquiries	Erica Harland	EHarland@TheNewHopeCenter.com

OFFICE HOURS: 8:00AM - 5:00PM - MONDAY - FRIDAY

**SATURDAY & SUNDAY - By appointment only,
not open for normal business hours**

OFFICE #: 757-496-5370