



1618 E. Pine Street • Silver City, NM
(575) 388-1561 or Toll Free (888) 388-1562 Fax (575) 388-9952

Victor A. Nwachuku, M.D., F.A.C.O.G. • Michelle Diaz, M.D., F.A.C.O.G.
Joyce Troxler, M.D., D.A.B.F.M. • Gail Stamler, CNM • Alexis Harsh, FNP

Welcome to Cassie Health Center. We are pleased that you have selected us for your healthcare needs. The following information will help you receive the best care and services.

Office Hours: Monday – Friday 8:00 a.m. – 5:00 p.m.

Scheduling Appointments: Patients are encouraged to meet all providers at Cassie Health Center:

- Victor A. Nwachuku, MD is an Obstetrician/Gynecologist
- Michelle Diaz, MD is an Obstetrician/Gynecologist
- Joyce Troxler, MD is a Family Practice/Pediatric Physician
- Gail Stamler, CNM is a Certified Nurse Midwife
- Alexis Harsh, FNP is a Family/Pediatric Nurse Practitioner

They provide care to obstetric, gynecologic, family practice, and pediatric patients sharing the on-call schedule for after-hours needs and deliveries. Please talk to the providers if you have questions about how to schedule your appointments. Unless you have been told otherwise you can make your appointment with the provider of your choice. Please keep in mind that keeping your appointment is very important. We recommend that you are here at least ten (10) minutes prior to your scheduled appointment. When you know you cannot make your appointment, please call us immediately to cancel or re-schedule.

Ultrasounds: We have a certified ultrasound technician on site who is available to perform ultrasounds in the office Monday through Thursday of every week.

Labs: Our office offers lab draws on site Monday through Friday from 9:00 a.m. to 12:00 p.m. through Tricare Labs. Tricare offers services to our patients who are given lab orders by our providers.

After Hours Care: Cassie Health Center offers 24-hour availability for our patients. If you have a concern that arises after clinic hours, please call the clinic phone number (575)388-1561 to access the after hour call services. Your call will be directed to the provider on call.

Lab Results: It may take up to 2 weeks to receive labs results, at times it may take longer. For normal results, a letter will be sent to you. For abnormal results, a phone call will be made to you as soon as possible. Please contact our office if you have not received notification within 1 month of our test.

Medication Refills: Please call your pharmacy at least 1 week prior to running out of your medication. Your pharmacy will send us a refill request. Keep in mind that it may take up to 72 hours for our office to send the request back to your pharmacy. If your prescription is a controlled substance, please let us know so that we may contact your pharmacy for you.

Rooming Patients: Patients may be called before you due to a variety of reasons or may be seeing another provider. Please do not get upset when this happens. We have not forgotten you. We will call your name as soon as your provider is ready for you. Everyone will be treated with the utmost respect in this clinic.