



GETTING THE MOST OF YOUR
PATIENT-CENTERED MEDICAL HOME
WHERE **THE FOCUS IS ON YOU.**

A GUIDE TO YOUR MEDICAL APPOINTMENT

This information was designed to enhance your experience as a patient at the Joseph P. Addabbo Family Health Center, Inc. We want you to get the most out of your visit to your provider and to become actively involved in your healthcare.

The Joseph P. Addabbo Family Health Center, Inc.

718-945-7150

www.addabbo.org

YOUR GOOD HEALTH MATTERS TO US

Welcome to the Joseph P. Addabbo Family Health Center, Inc. and thank you for choosing us as your provider for primary medical care. Our primary goal is to provide you with easily accessible care responsive to you in your time of need. Our comprehensive, interdisciplinary team of professionals strive to exceed and meet your expectations.

Benefits of a Patient-Centered Medical Home.
What does that mean?

A Patient Centered Medical Home provides patients with comprehensive medical care focused on all aspects of your health and overall well-being including emotional, family and social issues. YOU are the most important person in your healthcare team.

Your medical home team will have a continuous relationship with you and your family to better manage your healthcare needs. You will see the same team each visit and they will assist you in coordinating your care with other providers specialist and community resources, if needed. Your team will have access to all your health information through electronic records in order to effectively manage your care.

**HOW TO MAKE THINGS A LITTLE EASIER WHEN YOU COME
TO THE JOSEPH P. ADDABBO FAMILY HEALTH CENTER**

Before you get to your appointment make sure you have all your documentation (medical records, test results, etc., if they are from another health provider). If this is a new visit and you have new symptoms you want to have your doctor check out, have them written down so you don't forget any. You should have your medication bottles with you or, if you can't do that, a clearly printed list of all medications and dosages you are taking including vitamins, herbal teas, etc. Make sure you have your insurance card with you.

In order to facilitate your visit, we offer you the opportunity to go on our website, www.addabbo.org and download all the registration forms ahead of

your appointment. This will save you time in the waiting room if the papers are all filled out beforehand.

You can now check in using our automated Kiosk system located at the registration counter. It is a simple process that will require touch-screen input by you and easy scanning of insurance information, etc. This process will also save you time.

In the Waiting Room **First**, arrive at least 15 minutes before your appointment time to take care of any necessary paperwork to give yourself time. Providing your correct contact information is extremely important and we ask you to periodically update any changes in address, contact numbers or insurance information. **Second:** Remember to be flexible. You deserve to be seen on time and we make every effort to make sure that happens. However, there are times when your doctor runs late because another patient needs a little extra time or because there is a great deal of documentation required for each visit. We do everything we can to make the process go as smoothly and quickly as possible, so please bear with us. Making a list of questions you want to ask the doctor is a good way to pass the time. ***This is also a great time to sign up for our Patient Portal.***

The Examination It is important that you focus on your communication with your doctor/provider. Make sure most of your appointment is centered around direct communication, i.e., asking the questions you need to ask, making sure you understand what the doctor has told you and making sure you understand the medications prescribed for you. We are sure you notice that the doctor spends a lot of time on the computer during your visit to complete your electronic medical record (EMR). Your doctor has no choice but to take care of this during your visit. However, that doesn't mean that you can't interrupt him to ask a question that is important to you. **It is important that you understand what your doctor is telling you.**

If your appointment is coming to an end and you still are uncertain about your instructions or diagnosis, ask more questions. Don't hesitate. To stay involved in your care, you need to understand it. Speak Up!

Questions you may want to ask your provider Excellent healthcare involves clear, open and honest communication with your family's team of providers. It is especially important to make the most of your time with your doctor. Here are some suggestions to help you:

- 1) Come to your appointment prepared with a list of questions or concerns you want to ask the doctor.
- 2) Be open and honest about all your symptoms. Come prepared with a clear description of the problem, how long you have had it and how it affects you,
- 3) If you do not understand what the doctor tells you, ask your doctor to explain it again so you can understand. Don't be afraid to ask questions.
- 4) Ask questions about the diagnosis: Is it contagious? When can you expect to feel better?
- 5) Ask questions about any medications prescribed: what they are for and are there any side effects you should look for.
- 6) Is a follow up appointment necessary?
- 7) Make sure to share information with the doctor including all medications, vitamin supplements or herbal medications you take. Better yet, bring the actual bottle of pills or a clearly written list of all medications including dosages.
- 8) Openly discuss any problems you or you family members are experiencing, i.e., anxiety, attention span, depression, etc. This is especially important now that we are slowly emerging from the Covid pandemic which has left lingering issues for many.
- 9) As your provider/doctor what you and your family can do to take better care of themselves overall, for example, lose/gain weight, more exercise, better nutrition habits, etc.

Remember, the more information your provider has about you and your family's health and the more you participate in your care, the better the healthcare decisions you can make together.

You can help:

- Talk openly with your primary care provider and ask questions if you do not understand.

- Take care of your health by being involved in and following the plan recommended by your health care team.
- Schedule a complete physical exam at least once a year.
- If you can't make your appointment, please call to cancel and reschedule.

Our Patient Portal From anywhere, at any time, you can conveniently manage your personal health information through your Patient Portal, a free, secure online website, without waiting for returned calls or office hours.

Through your Patient Portal, you can:

View your personal information 24/7
Access your medical records
Review your laboratory results
Print summaries of your medical visits.

To set up Patient Portal access, you must provide your email address when you register. You will receive an e-mail from us confirming your request, giving you a temporary Password and linking you to the Patient Portal where you will be asked to set up a new Password. It's as simple as that!

On-Site Pharmacy We want to make healthcare as easy, accessible and convenient for you as possible. One way we can do this is by providing on-site pharmacies at 4 of our locations: 6200 Beach Channel Drive, Arverne; 1288 Central Avenue, Far Rockaway; 114-39 Sutphin Blvd., Jamaica and 120 Richards Street, Brooklyn. These pharmacies carry a wide variety of over the counter and prescription medications.

340B Drug Pricing Program Specialists: The pharmacies specialize in the 340B Drug Pricing Program which enables the pharmacies to offer discounted medications for uninsured and low-income patients. You are automatically enrolled in the plan when you are a patient at Addabbo.

Our “No Show” Policy Understandably, there may be occasions when you might have to cancel a medical appointment. Please be respectful of the medical needs of our patients and call us to reschedule if you are unable to keep your appointment. This time will be allotted to another patient who needs treatment.

When an appointment is made, the complexity of your issues is considered. Appointment times and appointment duration times are carefully made especially for you. A disruption in the schedule is just that – a disruption that effects everyone – including your health and your valuable time.

Sliding Fee Discount Program The mission of the Joseph P. Addabbo Family Health Center is to ensure that all patients and community members have 100% access to the quality health care they need. To help make this possible, we have created a Sliding Fee Discount Program which allows us to adjust visit costs depending on the patient’s eligibility for the program. It is based upon the patient’s income and family size. This program is applicable for dental care as well. **No one is denied care because of inability to pay.**

All patients, even those who are insured, are given the opportunity to apply for the Sliding Fee Discount Program.

More details are available through the Registration Desk or by calling 718-945-7150.

After-Hours Emergency Phone: (212) 517-1878
Message Plus Corp. Answering Service
For Hearing/Speech/Visual Impaired, **Dial 711 First**

FTCA Deemed Organization. The Joseph P. Addabbo Family Health Center is granted medical malpractice protection through the Federal Tort Claims Act (FTCA). The Joseph P. Addabbo Family Health Center receives HHS funding and has Federal Public Health Service (PHS) deemed status with respect to certain health or health-related claims, including medical malpractice claims, for itself and its covered individuals. This institution is an equal opportunity employer.

OUR SERVICES

Adult Medicine/Family Practice
Allergy/Asthma
Behavioral Health Services
Chronic Disease Management
Dental Services
Endocrinology
Family Planning/Birth Control
HIV/AIDS Special Care (PrEP and PEP)
Infectious Disease
Internal Medicine
Laboratory
Nutrition
OB/GYN
Pediatric Services
Pharmacy On Site (340B Drug Pricing Program)
Podiatry
Psychiatry
Social Work
Special Needs/Disabilities
Urology
WIC Program

FREE Dental Screenings
FREE HIV Testing
FREE Pregnancy Testing
NO COST Mammography



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