



GETTING THE MOST OF YOUR PATIENT-CENTERED MEDICAL HOME

A PATIENT'S GUIDE TO A MEDICAL APPOINTMENT

**This booklet 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 continuing 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, specialists, 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.

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.

In the Waiting Room

First: Arrive at least 15 minutes before your appointment time to fill out any necessary paperwork, even if you have done it ahead of time. The registrars will need to verify your address, phone number, e-mail and current insurance.

Second: Remember to be flexible. You deserve to be seen on time but sometimes, your doctor runs late because he/she must give a patient a little extra time or because there is a lot of documentation required for each visit. Unfortunately, there's not a lot we can do to make the process go more quickly, so please bear with us. We do value your time and do our very best to see our patients on time. Making a list of questions you want to ask the doctor is a good way to pass the time, too.

This is a great time to sign up for the Patient Portal.

The Examination

It's 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 which have been prescribed for you. We want to make communication as easy as possible for you, so we have suggested some questions you may want to ask your provider. We're sure you notice that the doctor spends a lot of time on the computer during your visit. This is to complete your electronic medical record (EMR) and 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 the visit is coming to an end, and you feel uncertain about your instructions or diagnoses, ask more questions. Don't hesitate. To stay involved and activated with your health, you need to understand it. Ask away! Speak Up!

Before you leave, make sure that the doctor and discharge nurse have your correct information.

Questions you may want to ask your provider.

Excellent healthcare is about clear, open and honest communication with your family's team of providers. It is very important to make the most out of your time with your doctor and make the most of your appointments. Here are some ways to help you communicate with your healthcare team:

- ***Come to your appointment prepared with a written list of questions or concerns you want to ask the doctor.***
- ***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.***
- ***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.***
- ***Ask questions about the diagnoses: Is it contagious? When can you expect to feel better?***
- ***Ask questions about any medications prescribed: what they are for and are there any side effects you should look for.***
- ***Is a follow-up appointment necessary?***

- ***Make sure to share information with the doctor including all medications, vitamin supplements or herbal medications you take. Better yet, bring the actual bottles of pills or a clearly written list including dosages.***
- ***Openly discuss any problems you or family members are experiencing, i.e. anxiety, attention span, depression, etc.***

****** Make sure you sign up for the **Patient Portal**, so you have access to your medical records, etc. from wherever you are.

****** Ask 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.

How 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.*
- *Please let us know how we are doing and how we can improve.*
- *If you can't make an 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.

Through your Patient Portal, you can:

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

To set up your Patient Portal access, you must provide your email address when you register. You will receive an e-mail from Addabbo 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.

Our 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 four of our locations: 6200 Beach Channel Drive, Arverne; 1288 Central Avenue, Far Rockaway, NY; 114-39 Sutphin Blvd., Jamaica and 120 Richard Street, Brooklyn. The 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.

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 and reschedule if you are unable to keep an appointment. This time will be allocated 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 with your issues in mind. 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. **No one is denied care because of an inability to pay.**

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

Please ask for more details at the Registration Desk or by calling 718-945-7150.

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

OUR SERVICES

Acupuncture
Adult Medicine/Family Practice
Allergy/Asthma
Behavioral Health Services
(Chemical Dependency/Substance Abuse)
Cardiology
Chronic Disease Management
Dental Services
Dermatology
Endocrinology
Family Planning/Birth Control
HIV/AIDS Special Care (PrEP and PEP)
Infectious Disease
Internal Medicine
Laboratory
Neurology
Nutrition
OB/GYN
Ophthalmology
Pediatric Services
Pharmacy On Site
Physical Therapy
Podiatry
Psychiatry
Social Work
Special Needs/Disabilities
Urology
WIC Program

FREE Dental Screenings
FREE HIV/HEP C Testing
FREE Pregnancy Testing
NO COST Mammography



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