

JOSEPH P. ADDABBO FAMILY HEALTH CENTER, INC.
PATIENT-CENTERED MEDICAL HOME (PCMH) PLEDGE

The Joseph P. Addabbo Family Health Center is a **Level 3 Patient-Centered Medical Home (PCMH)** accredited by the **National Committee for Quality Assurance (NCQA)**. As a PCMH we pledge to you:

1. A personal physician of your choice will be available to you and your family.
2. Access to same day appointments for routine and urgent care during regular business hours.
3. Access to timely clinical advice by telephone during and after regular business hours.
4. Access to culturally and linguistically appropriate routine and urgent team-based care.
5. Timely access (within four business days) to electronic copies for your health information including diagnosis, diagnostic test results, medication list, allergies, prescriptions, etc.
6. A comprehensive health assessment that includes age and gender appropriate screening and immunizations, social and cultural health characteristics, patient risk factors or complex care needs, communication and language preferences, medical history, advance care planning, mental health and substance abuse needs. Mental health and substance abuse referral will be made as needed.
7. A clinical care team made up of doctors, nurses, chronic disease managers, nutritionist and social workers that provide evidenced based care and self-management support with coordinated care across multiple settings.
8. A clinical team will that will collaborate with you at each visit to provide and review individual care plans, treatment goals, needs for care management support, community and educational resources, barriers and to care and medication management.
9. Routine reminders from our staff of scheduled and missed appointments, preventative care services, chronic care services and prescription refills for specific medication.
10. Coordinate care using an Electrical Health Record (EHR) both during and after regular business hours. EHR systems will transmit eligible prescriptions to pharmacies, support and track referral for services to other providers, track and flag laboratory and imaging tests for you physician, manage care transitions to share key clinical information with other facilities, as needed.
11. Continued improvements in clinical quality, efficiency and patient experience based on your feedback and overall performance data.
12. Patients will be given “Patient Bill of Rights” which includes patient payment responsibility.
13. Insurance representative will be available to assist uninsured patients to apply for coverage.

To access our services during office hours and for hours of operation please contact us at (718)945-7150. After hours we are available to you at (212) 517- 1878.

**ASK A STAFF MEMBER ABOUT THE ADDABBO
PATIENT-CENTERED MEDICAL HOME PLEDGE**

Updated: 2/19/16