
***Family Health
Center
Thomas and Agnes
Carvel Foundation***



**A Patient-centered Medical
Home Model of Care and
Treatment**

**81 South Broadway
Yonkers, New York 10701
(914) 375-3200**

Welcome

Welcome and thank you for choosing Saint Joseph's Family Health Center.

We are very pleased that you have chosen us to be your Medical Home. If you have never heard of a Medical Home before, here is some information that will explain what you can expect.

A Medical Home model of care means that all your health care needs are taken care of by your Care Team. The members of your Care Team will consist of a provider, nursing staff member and ancillary personnel to help arrange all your treatment needs.

Your Care Team will not only provide health care services when you visit our office, they will also coordinate and make arrangements with other providers or facilities as necessary to handle your total health care needs. We will work with your

family members as well to ensure that they are involved in your care if that is your desire.

Scope of Services

Our board-certified family medicine physicians will provide full health care services to you and your family members. We treat patients of all ages and offer a prenatal program to give your baby the finest care right from the start, through care for our elderly patients with a focus on quality of life. In addition to private traditional visits with your physician, we also offer educational sessions and group visits for specific diseases.



Saint Joseph's Family Health Center

The **mission** of the Saint Joseph's Family Health Center is to provide high quality primary care medical services for our patients by personalizing health care that meets their needs and delivering that care in a patient-centered **Care Team** model.

Our **values and goals** include:

- To care for each individual and family member with respect and kindness
- A friendly, patient and personalized environment
- To support and encourage our patients with self-management
- A focus on prevention, education and counseling
- A commitment to quality
- Continuity and coordination of care among health care providers and settings
- To provide support and medical guidance for the patient and family
- A long-lasting, trusting relationship with our patients and their families
- Honesty and integrity in all our words and actions
- To be aware of the financial impact of the care we provide, as well as the impact on our community and environment
- To provide our patients with evidence-based care and self-management support

What to Expect as a Patient in Our Medical Home

- **Access to Clinical Advice** with clinicians who are available to speak to you at any time. Please call us at (914) 375-3200 and tell us what problem you are having.
- **Access to appointments** that are scheduled at convenient times to fit your lifestyle or on a same day basis when you have an urgent need.
- **Excellent communication** from your Care Team regarding test results, procedures and medications
- **Patient education and awareness** so you fully understand your health care needs and can take an active part in self management.
- **Electronic medical records** to track results, provide medications, obtain clinical information and monitor your health and performance.
- **Evidence-based care guidelines** for your disease or condition are available at your request.
- **Equal access to care** regardless of source of payment.

Behavioral Health Needs

If you or a family member require assistance from a behavioral health specialist, we will coordinate with professionals who will treat your needs and coordinate with other resources or programs as necessary.

Patient Responsibilities

Be an active team player

- Provide your complete medical history to your Care Team
- Talk with your Care Team about your health questions
- Share your past health care successes and challenges
- Tell your Care Team about other health care professionals who care for you
- Tell us about the medications you are taking

Take care of your health

- Follow the medical advice you and your Care Team have talked about. Make sure you understand how to follow the Instructions. Once you begin to see results, you and your team can discuss adding new goals.

Talk openly with your team

- Tell your team if you are having trouble following their advice.
- Speak up if you have any questions. Tell your Care Team what is not working so we can work with you to make changes as needed.

Hours of Operation

Sunday	Closed
Monday	8:00 a.m.—5:00 p.m.
Tuesday	8:00 a.m.—8:00 p.m.
Wednesday	8:00 a.m.—8:00 p.m.
Thursday	8:00 a.m.—8:00 p.m.
Friday	8:00 a.m.—5:00 p.m.
Saturday	8:00 a.m.—4:00 p.m.

To schedule an appointment, request prescription refills or copies of medical records, or to speak with your Care Team, please contact us at (914) 375-3200.

Insurance/Fees

We accept many commercial insurance programs, as well as the government-financed programs Medicare, Medicaid, Family Health Plus and Child Health Plus (see details below). We can also provide you with information about the New York Exchange Program so you may choose the insurance plan that best fits your needs.

For patients without insurance and inability to pay, we provide financial aid/charity care and can set fees based on each patient's gross family income.

Child Health Plus, or Family Health Plus

Families with low incomes who do not qualify for Medicaid may qualify for low-cost health insurance through two New York State programs: Family Health Plus, which covers

adults ages 19-64, and Child Health Plus, which covers children under age 19. The insurance covers immunizations as well as medical care. For more information, please call Hudson Health Plan, Affinity or Fidelis and ask to speak to a Family Health Plus or Child Health Plus representative.

First Visit Information

At your first visit, we will ask you to choose a primary care physician who will coordinate your care and services. You will be assigned to a Care Team consisting of providers, nursing and administrative personnel who will be responsible for all your treatment needs. We will also provide you with our HIPAA Notice of Privacy Practices and other regulatory information. You will receive a patient satisfaction survey for you to complete about your experience, and we will show you the suggestion box that can be used for additional comments or feedback.

Transfer of Medical Records

We suggest you bring a copy of your medical records from your previous provider and we can help facilitate that by making the request for you. If necessary, we will provide you with a copy of your medical records from our facility. An Authorization to Release Medical Records will be needed for any transfer or exchange of information. Please ask your Patient Care Representative (PCR) on your Care Team, or see the PCR at our Information Window in the registration area.

