

## YOUR PATIENT CENTERED MEDICAL HOME

### Welcome to **YOUR** Patient Centered Medical Home

Patient centered is a way of saying that you, the patient, are the most important person in the health care system. You are at the center of your health care.

A medical home is a new approach to providing comprehensive health care. With Union Community Health Center as your medical home, you are part of a team that includes health care professionals, the family members and friends you wish to include, and most importantly, you.

### How can a medical home help **YOU?**

The health care system can be confusing. Many people visit a lot of doctors and feel lost in the system. Union Community Health Center's medical home team will listen to your questions and will help you find your way through the system.

**You and your health care are at the center of your medical home.**



### Your Union Community Health Center Medical Home will help you:

- 1. Get to know your team.**  
Your medical home team will know you and your family. They will help manage your total health care.
- 2. Work with other medical experts if needed.**
- 3. Reach your health care providers when you need them.**  
Your health care providers are available to you during regular office hours and after hours. Your doctor is available **24 hours a day/7 days a week**, just call **718-220-2020**.



### What can you do to help?

- 1. Be an active **TEAM** player.**
  - Call your team for non-emergency situations. They will help you save time and expedite treatment.
  - Talk with your team about your health questions.
  - Tell your team about other health care professionals who care for you.
  - Tell your team how you feel about the care you are getting from them.
- 2. Take **CARE** of your health.**
  - Follow the health care plan you agreed upon. Make sure you understand how to follow the plan.
  - Set goals you can reach.
- 3. **TALK** openly with your team.**
  - If you are having trouble sticking to your health care plan or feel it is not working, tell your team

### Use this checklist to get ready for your appointment:



**Make a list of your questions.**  
Put the questions that are most important to you at the top of the list.

**Make a list of other health care providers you have visited.**  
Write down the names, addresses, phone numbers, and the reasons you visited them.

**Take all of your medications, in their original containers, to your appointment.**  
Be sure to include prescription, over-the-counter, natural herbal medicines and vitamins.

**Take your insurance card or other insurance information with you to your appointment.**

**If you wish, ask a family member or trusted friend to go with you to your appointment.**

For appointments, information, or to reach your doctor 24 hours a day, 7 days a week:

**718.220.2020**

### LOCATIONS AND HOURS

**260 East 188th Street | Bronx, NY 10458**  
Medical & Dental Services  
Monday-Friday 9am-5pm

Physical & Occupational Therapy  
Monday-Thursday 8am-6pm  
Friday 8am-4pm  
*Weekend appointments available*

Rapid Walk-in Care  
Monday-Friday 3pm-9pm  
Saturday-Sunday 10am-6pm

**2021 Grand Concourse | Bronx, NY 10453**  
Medical & Dental Services  
Monday-Friday 9am-5pm

Rapid Walk-in Care  
Monday-Friday 3pm-8pm  
Saturday-Sunday 10am-6pm

**470 East Fordham Road | Bronx, NY 10458**  
Medical Services  
Monday-Friday 9am-5pm

**4487 Third Avenue | Bronx, NY 10457**  
Physical & Occupational Therapy  
Speech & Language & Audiology  
Monday-Thursday 8am-6pm  
Friday 8am-4pm

**2101 Quarry Road | Dental Services**  
Monday-Friday 9am-5pm  
*Weekend appointments available*

**2016 Bronxdale Avenue | Suite 301 | Bronx, NY 10462**  
Medical Services  
Monday & Friday 8am-4pm  
Tuesday, Wednesday & Thursday 11am-7pm

