

**We're
here
to help**

Financial Assistance

- We provide service to all patients regardless of their ability to pay. If you do not have insurance and need help reviewing your options or need to arrange financial assistance, please contact a financial counselor:

315-361-2048

Transferring Records

- It is important that all new patients make arrangements to have their records transferred to our practice. Please call 315-697-5272 if you need assistance in getting your records.

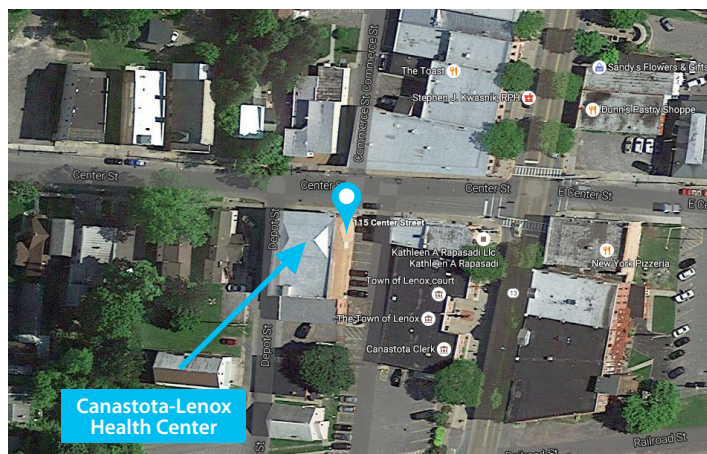
Services Provided

- Same Day Sick Visits
- Well Child Care
- Well Child Check-Ups and Anticipatory Guidance
- Immunizations
- Sports Physicals
- Women's Health
- Family Planning
- Men's Health
- Complete Physicals
- Diagnosis and Treatment of Physical and Mental Conditions
- Cancer Screening
- Cardiac Risk Assessment and Reduction
- Acute Illness
- Pre-Operative Exams
- EKG, Blood Draw Services, Pregnancy Testing, Blood Sugar Testing, and More
- Behavioral Health Services in collaboration with Liberty Resources



Directions:

Located at the Center Street and Depot Street intersection in Canastota, NY.



Oneida Healthcare
Canastota-Lenox Health Center

115 Center Street, Canastota, NY
(315) 697-5272

www.oneidahealthcare.org

January 1, 2017

Oneida Healthcare
EXCEPTIONAL CARE ... ALWAYS

PRIMARY CARE

CANASTOTA-LENOX HEALTH CENTER



Patient-Centered Medical Home



The medical home is not a final destination. Instead, it's a model for achieving primary care excellence so that care is received in the right place, at the right time, and in the manner that best suits a patient's needs.

As a medical home, our practice has created teams of health professionals who work together to provide comprehensive and coordinated care to our patients. Our care is based on the latest scientific evidence and we use technology, such as our electronic medical record, to help us better record and track your care.

A Medical Home Is About YOU

Caring about **YOU** is the most important job of a medical home. The care in a medical home is personal and your care team's goal is to make sure you get the care you need.

Who Is Part Of The Medical Home Care Team?

This team may include a doctor, nurse, and a receptionist. Your family care givers are also part of the team, and **YOU** are the most important member!

What Your Care Team Should Do

Learn About You

- Get to know you, your family, your life situation, and preferences. Then remember these details about you every time you seek care and suggest treatments that make sense for you.

- Treat you as a full partner in your care.

Communicate With You

- Give you time to ask questions and answer them in a way you understand.
- Make sure you know and understand all of your options for care.
- Help you decide what care is best for you. Sometimes more care is not better care.
- Ask you for feedback about your experience in receiving care.

Support You In Caring For Yourself

- Give you a clear idea of how to care for yourself and the tools to help you manage your care.
- Help you set goals for your care and help you meet your goals one step at a time.
- Give you educational materials and information about classes, support groups, or other types of services to help you learn more about your condition and stay healthy.

Coordinate Your Care

- Make sure we communicate with other physicians, hospitals, testing centers, or any healthcare providers involved in your care.

What Can You Do?

Learn About Caring For Yourself

- Know that you are a full partner in your own care.
- Learn about your condition and what you can do to stay as healthy as possible.
- As best you can, follow the plan that you and your medical home team have agreed is important for your health. If you have questions, ask!
- Let us know how you are doing with your self care plan.

Communicate With Your Care Team

- Always bring a list of questions to each of your appointments. Also bring a list of any medicines, vitamins, or remedies you use.
- Be honest and give your complete medical history.
- Always tell your medical home team when you don't understand something they said. Ask them to explain it in a different way.
- Always tell your medical home team if you get care or testing from other doctors, hospitals, urgent care centers, or emergency departments, so they can help coordinate the best care possible.

Always talk openly with your medical home care team about your experience so they can continue to improve your care.



Getting In Touch

- If you need to contact your medical home team, you can call 315-697-5272 and select option 3 for your team nurse.
- We have an arrangement with Quick Care to provide care Monday-Friday 9am-8pm and weekends from 9am-2pm. Quick Care is located at 357 Genesee Street in Oneida, NY.
- We also have an arrangement with Tri Valley Family Practice to accept calls when our office and Quick Care are closed. You can reach them by calling 315-697-5272 and leave a message with the answering service. They will contact the doctor on call who will respond to your concern.