



**BEST CARE EVER
MED GROUP PC**

3010 Grand Concourse, # L3, Bronx, NY, 10458
Tel: (718) 220-2433 - Fax: (718) 220-2434

We are here to help you



Patient Centered Medical Homes



Best Care Ever follows the Patient Centered Medical Homes which is health care model that establishes close relationships among medical practitioners, and patients families to ensure the best care while respecting patients concerns, needs and preferences. The patient will gain the education and support.

Our practice becomes the foundation of your medical care. We will coordinate overall health and wellness. Medical home broadly gives accessible, continuous, comprehensive, family centered, coordinated, compassionate and culturally effective health care.

Coordinating Your Care:

- The patient has a personal physician and the practice is a physician-directed.
- Your care is oriented toward the whole person.
- Specialties and clinical test/labs/procedures are coordinated by the practice.
- Quality and safety drive patient care.
- The practice strives for optimal patient outcomes, defined by a care planning.
- Evidence based medicine and clinical decision support tools guide decision making.
- Medical homes provides enhanced access.
- Physicians in the practice accept improvement through voluntary engagement in performance measurement and improvement.
- Patients actively participate in decision making and feedback is sought to ensure patients expectations are being met.

Equal Access to Patients:

- We provide equal access to patients and consider accepting uninsured. We accept Medicare/Medicaid.

How to prepare for your next visit:



- Write your symptoms and concerns to discuss during your visit.
- Write all medications you are currently taking. Include previous medications, over the counter medications, vitamins, and natural remedies.
- Please disclose your medical history, allergies to foods, bring previous reports from other doctors, labs, test, specialist results or scans completed elsewhere.

Your Responsibilities as a Patient:

- Attend your scheduled appointments.
- Tell your medical provider of any change in your medical history since the last appointment.
- Attend the appointments for tests, studies and with specialists from outside of our medical group.
- When going to an appointment outside our medical group make sure to bring the results and/or reports for your next visit. It is the responsibility of the outside facility to provide you with a copy. You will bring the copy on your next appointment.

These include:

Hospital Admission - Emergency Room Visit
Reports and results from Specialist - Lab/Images Results

New Patients Personal Health Record:

- New patients can provide point of contact of previous doctor/clinic to help transfer personal health record.
- Bring your Medical record from your previous doctor

What You Can Expect From Us:

- We will review your medical history and medical records
- Review chronic illnesses and results available to us
- If blood tests are required, we will collect the samples within the clinic.
- We will ensure that all questions you may have will be answered to the best of our ability and lingering questions about your treatment and your medical conditions will be addressed.
- If a follow up visit is necessary we will set up the appointment. If a referral is necessary we will issue it in a timely manner.

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Uninsured Patients Obtaining Coverage

Patients with no insurance coverage will get help identifying health insurance resources. Patients can enroll at www.healthcare.gov for quotes. In addition insurance representatives visit the office on a weekly basis to help patients enroll in a plan if they do not have one.

How to get care/advice when we are closed

During off hours you can contact us by calling the office land line at (718) 220-2433. All calls are automatically transferred to Big Message, where representatives work alongside us to make sure that all clinical matters are attended.

For routine matters such as appointments, call the clinic during regular business hours. This service is for urgent matters only.

Web Services: you can visit our web site to request for non urgent matters . There you can request an Appointment, Prescription Refill, Referral and Test Results. The office staff will contact you to comply with your request within 2 business days.

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How to get care or advice during office hours

During Office Hours: you can call the office line at (212) 220-2433. A qualified clinical staff will take your request in a telephone encounter and route your call to the doctor, schedule an appointment or service your needs.

Office Hours: Monday through Wednesday and Friday: 9:00 am-5:00 pm, Thursday: 9:00 am-7:00 pm . We are open after 5:00 pm on Thursday and weekend slots available to accommodate your patients and family needs.

Same Day Appointments: slots are available for immediate clinical needs. If there are no slots open you will be placed on a wait list in the event of a cancellation and receive a call ASAP.