

We welcome feedback about your care

If you have any concerns, please first contact an IMA Patient Liaison, practice manager, nurse manager or social worker.

You may receive a survey from your insurance company or the hospital requesting feedback about your care.

Patient representatives are also available to provide information regarding patients' rights as well as hospital policies and procedures. They can be reached at *212-659-8990*.

You can also send any correspondence to:

The Mount Sinai Hospital - Patient Service Center

One Gustave Levy Place, Box 1515

New York, NY 10029

If we have been unable to resolve concerns, you may contact:

The New York State Department of Health: *800-804-5447*

The Joint Commission: *800-994-6610*

If you have any specific concerns requiring immediate attention beyond the information above, the Mount Sinai Health System has a Patient Grievance Policy that is available to you at any time. Ask any staff member how to access the policy or contact the Patient Representative at your convenience for assistance.



**Mount
Sinai
Hospital**

*Internal
Medicine
Associates*

Patient Handbook

2018

"We're putting you at the center of your care"

Welcome to Internal Medicine Associates

At Internal Medicine Associates (IMA), we put **you** at the center of **your care**. Whether you are seeking preventive medicine to keep you well, need help managing a chronic condition, or aren't feeling well and want to be seen by a doctor, top quality, affordable, high quality care is available at IMA.

We are pleased and honored that you have chosen us to take care of your health, and will work to ensure that you receive the best possible health outcomes.

This handbook provides some helpful information about how to navigate our practice. We want you to know what we expect from you, and in return what you can expect from our team!

As you visit our practice, we invite you to share your feedback and to let us know how we are doing.

Discrimination

- Mount Sinai has **zero tolerance** for discrimination of any kind, based on race, ethnicity, gender, gender identity, sexual orientation, or any other basis.
- If you witness discrimination, notify a staff member of the clinic, so we can work to resolve any further issues.

Violence

- Mount Sinai has a **zero tolerance** policy for violence in the workplace.
- We will not allow any violent behaviors, threats of violence, or intimidation of any kind aimed towards other patients and/or staff. Should this behavior be exhibited, the patient doing so may be escorted off of the premises.
- Continued violent behaviors or an escalated event of violence may result in discharge from our facility. Should this occur, the patient would be given referrals to other providers in the area as well as access to our Emergency Room 24 hours a day, seven days a week.

Prescription Refills

- Please make every effort to discuss refill needs during your scheduled appointments.
- If you need a medication refill before your next scheduled appointment, please call the following number: Internal Medicine Associates: *212-659-8551*
- You may also request a refill electronically by using **MyChart**.
- Prescription refills may take up to 2 business days to complete. Please plan accordingly.
- Please check with your pharmacy to see when your medication is ready for pick up.
- Most prescriptions will be sent directly to your pharmacy, so you will not need to pick up the prescription in clinic.
- If you have missed an appointment and need refills, your provider may give you a prescription for enough medication to last until your next scheduled appointment. If you miss that appointment, you may not receive more medications until you are seen by your provider during a scheduled visit.

Our Mission

The mission of the Mount Sinai Health System is to provide compassionate patient care with seamless coordination and to advance medicine through unrivaled education, research and outreach in the many diverse communities we serve.

Clinic Hours

Internal Medicine Associates

17 East 102nd Street, 7th Floor

New York, NY 10029

Call Center *212-659-8551*

You have phone access to a medical provider even when our offices are closed. On weekends, holidays and afterhours, there is a covering provider who will answer your calls. Our Call Center will direct your calls to the appropriate provider at *212-659-8551*

Monday - Thursday: 8:30 am - 4:00 pm

Evening Clinic Appointments:

Firm D

Monday - Thursday: 4:30 pm - 7:00 pm

Saturday Clinic Appointments:

Firm B

Saturday: 9:00 am - 1:30 pm

Specialties offered at IMA

- Diabetes Education
- Pain Management
- Psychiatry
- Liver Clinic
- Behavioral Health
- Nutrition
- Renal Clinic
- IMA Women's Wellness
- MSK Musculoskeletal
- High Risk Care Coordination

- If your medication or procedure requires prior authorization, someone from our offices will contact you.

Co-Payments

- Depending on what your active insurance coverage is, you may or may not have a co-payment for the services provided.
- A co-payment is due at the time of service and will be collected upon registration.
 - We only accept cash and credit card as a form of payment.

Self-Pay

- Patients without current health insurance coverage have the option to cover the cost of the visit.
 - The cost of the primary care visit does not include any lab work or vaccinations.

Financial Assistance

- If you have no active insurance coverage, financial assistance can be provided.
 - Patient financial counselors can be found in room 228 on the first floor at 17 East 102nd Street.
- ***Resource, Entitlement and Advocacy Program (REAP)***
 - REAP helps patients apply for government health insurance programs such as Medicaid, Child Health Plus, and qualified health plans through the New York State of Health insurance marketplace.
 - You can call the REAP office at *212-423-2800* M-F between 9am and 5pm to schedule an appointment.

Medical Records

- For more information about your medical record please contact Mount Sinai's Medical Records Department at *212-241-7601* or online at www.mssm.edu/hipaa.

Scheduling Appointments

- Appointments may be made, in person, at the front desk or by phone.
- Urgent care appointments may be made up to 24 hours in advance by phone.
 - To make an appointment for IMA please call our call center at 212-659-8551.

Late Arrival for Appointments

- If you arrive more than 20 minutes late for your appointment a nurse will speak to you regarding your reason for visit. It is then up to the provider if they are able to see you. If your provider cannot see you, you may be asked to reschedule your appointment. This is to alleviate wait time for all of our patients.

Late Arrival for Urgent Appointments

- If you arrive late for a designated *Urgent*, a nurse will speak to you regarding the reason for your visit. It is up to the discretion of the *Urgent* provider if you will be seen. Urgent care appointments do not have a grace period.

Forms and Letters

- Please bring all forms requiring a providers signature with you at the time of your appointment.
- Form completion can take up to 7-10 business days to complete.
- Depending on the form, an appointment may be required prior to form completion.
- Referrals to specialties should be discussed with your primary care provider.

IMA Team Empanelment

Team-based care to better serve you

The ***Team Empanelment*** initiative is to ensure that every patient receives optimal care. By placing you at the center of your care, our providers and the care teams are able to focus more directly on your needs.

IMA is now divided into nine colored ***health care teams***:

Firm A Health Care Teams:

Blue, Red, Brown

Firm B Health Care Teams:

Orange, Pink, Purple

Firm C Health Care Teams:

Grey, Green, Yellow

Each team includes doctors, nurse practitioners, nurses, medical assistants, social workers and clerical staff. You will see a member of your team each time you come for a scheduled visit.

Services provided under the ***Team Empanelment*** are as follows:

- Scheduled appointments/ Follow-ups
- Medical forms
- Medication refills
- Labs / Blood work
- Vaccinations / Injections
- Same day ***URGENT*** visit

Reception Area Resources

IMA has several resources available for our patients while they are waiting for their provider.

Appointment Time	Patient	Status Time	Status	Provider
Time of your scheduled appointment	First three letters of last name, first letter of first name	Updated based on your status	<ul style="list-style-type: none"> • Ready for vital signs • Exam room # • Ready for nurse • Ready for Provider 	The assigned provider for your scheduled appointment.

Patient Tracker

- Located in the reception area, our patient trackers provide up to date information regarding your appointment time and status.
- Patients are prioritized by *Appointment Time*, not *Status Time*.

IMA Patient Liaisons

- Patient Liaisons are here to assist you with navigating through the IMA health system. They can be found in the reception areas of each firm.

Patient Health Bulletins

- Pamphlets provided in the waiting area containing important health information to discuss with your provider.

Reception Area Etiquette

- Please work with us to keep our clinics clean and welcoming.
- Notify a staff member if the bathroom is not fully stocked or unclean

A New Way to Communicate with your Provider

MyChart is a secure way to reach your provider on-line for non emergency questions/concerns.

What can you do with MyChart:

- View health summary and selected test results
- Request prescription refills
- Contact your doctor
- View upcoming appointments
- Health care alerts
- If you need assistance with signing up for **MyChart**, our Patient Liaisons are available.



MyChart now has an App that can be downloaded on most IOS and Android devices

Mychart.mountsinai.org