

Institute For Advanced Medicine

Primary Care Services

- Primary Care for HIV-Negative & HIV-Positive patients
- Post-Exposure Prophylaxis (PEP)
- Pre-Exposure Prophylaxis (PrEP)
- Sexually Transmitted Infections (STI) Screening & Treatment
- Pharmacy Services
- HIV Testing
- HIV Prevention
- Eligibility Assistance
- Social Work/Case Management
- Access to Clinical Trials and Research

Specialty Services

- Addiction Treatment
- Anal and Cervical Cancer Screening
- Cardiology
- Dermatology
- Endocrinology
- Gastroenterology
- Gynecology
- Laser Hair Removal
- Hepatitis C Evaluation and Treatment
- Mental Health Services
- Neurology
- Nutrition
- Oral Health
- Pain Management
- Psychiatry
- Psychology
- Care Coordination
- Center for Transgender Medicine and Surgery
- Geriatric Medicine
- Pediatrics/Adolescent Health Care
- LGBTQ Health Services
- Social Work/Case Management
- Integrative Medicine

Connect with IAM

To learn more about IAM, please visit our website and social media platforms at:

-  mountsinai.org/patient-care/iam
 [instagram.com/instdvancedmed/](https://www.instagram.com/instdvancedmed/)
 [facebook.com/InstAdvancedMed/](https://www.facebook.com/InstAdvancedMed/)
 [twitter.com/instdvancedmed](https://www.twitter.com/instdvancedmed/)

Patient Handbook

Quality Care for
Every Patient
Every Time



**Mount
Sinai**

*Institute for
Advanced Medicine*

Welcome!

We are honored that you have chosen the Institute for Advanced Medicine (IAM) for your healthcare needs. Here you have access to all of our state-of-the-art treatments, programs, services, clinical trial research, support systems and referrals within the Mount Sinai Health System.

IAM practices are conveniently located throughout Manhattan, easily accessible by public transportation from most areas in New York City:

- Mount Sinai Hospital, Jack Martin Clinic
- Mount Sinai Hospital, Comprehensive Health Program
- Mount Sinai Morningside, Morningside Clinic
- Mount Sinai West, Samuels Clinic
- Mount Sinai Beth Israel, Peter Krueger Clinic

This handbook contains some helpful contact information as well as important guidelines for using our services. As we work hard to take care of you, please do not hesitate to share your experience to let us know how we are doing. Your feedback matters.

Michael Mullen, MD

Director

Matt Baney

Senior Administrative Director

Our Pledge

The Institute for Advanced Medicine leads the field in providing compassionate, inclusive, integrated and holistic primary care, prevention and education, to advance the health of individuals and communities.

OUR LOCATIONS

**Morningside Clinic
Mount Sinai Morningside**
440 West 114th Street
Clark Building, 6th Floor
New York, NY 10025
212-523-6500
Medical Director:
**Alexandra Abrams
Downey, M.D.**

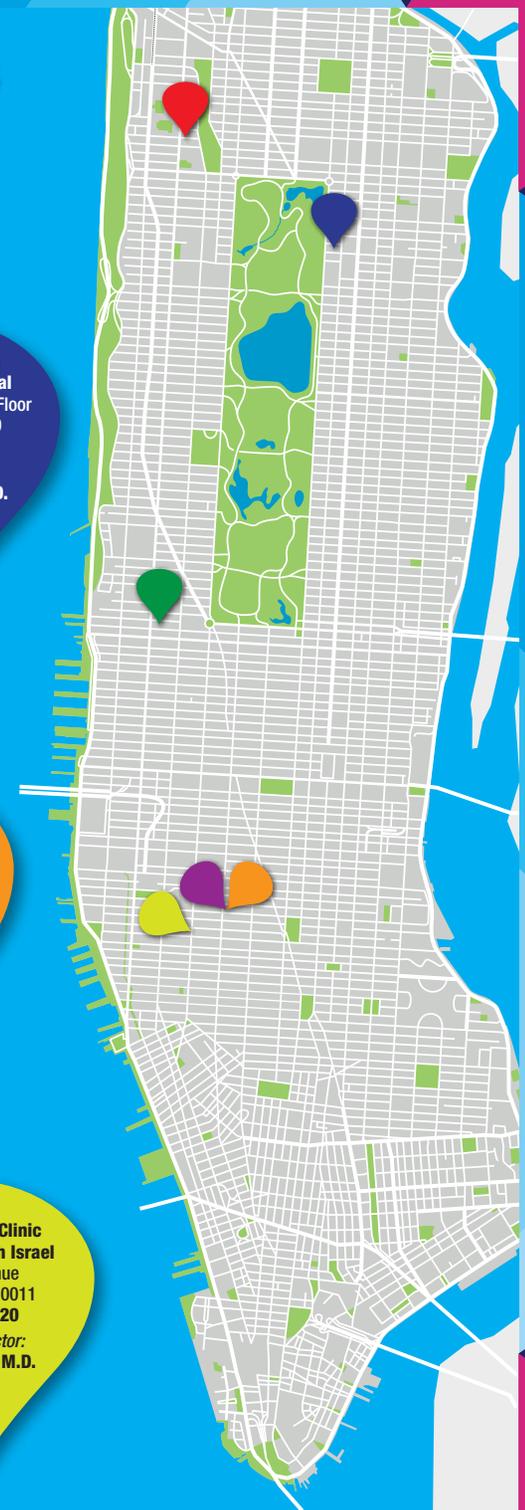
**Jack Martin Clinic
Mount Sinai Hospital**
17 E. 102nd Street, 3rd Floor
New York, NY 10029
212-241-7968
Medical Director:
Rachel Chasan, M.D.

**Samuels Clinic
Mount Sinai West**
1000 10th Avenue, Suite 2T
New York, NY 10019
212-523-6500
Medical Director:
Amarilis Lugo, M.D.

**Comprehensive Health
Program
Mount Sinai Hospital**
275 7th Avenue, 12th Floor
New York, NY 10001
212-604-1701
Medical Director:
Antonio Urbina, M.D.

**Center for Transgender
Medicine & Surgery**
275 7th Avenue, 12th Floor
New York, NY 10001
212-604-1730
Medical Director:
Joshua Safer, M.D.

**Peter Krueger Clinic
Mount Sinai Beth Israel**
275 8th Avenue
New York, NY 10011
212-420-2620
Medical Director:
Tessa Gomez, M.D.



Our Services

The services listed below are offered to patients entering the IAM network. If a particular medical specialty is not offered at your specific practice, please ask your provider about making an appointment at another IAM location.

- Anal cancer screening & treatment
- Care coordination
- Center for Transgender Medicine and Surgery (CTMS)
- Comprehensive primary medical care
- Eligibility assistance
- Free rapid HIV and STI testing and treatment
- Geriatric medicine
- Health home enrollment
- Hepatitis C screening and treatment program
- HIV prevention including Pre-Exposure Prophylaxis (PrEP) and Post-Exposure Prophylaxis (PEP)
- Integrative medicine including acupuncture, massage, meditation and other stress reduction therapies
- Legal services
- LGBTQ health care
- Mental health services including psychiatric consultation and treatment, individual and group psychotherapy, trauma-informed services and individual counseling
- Nutrition assessments & counseling
- Oral health care
- Pediatric and adolescent health
- Pharmacy services including home delivery
- HIV clinical trials and research
- Social work/case management services
- Substance use counseling & referral
- Women's health including gynecology, cervical cancer screening and prevention, and expedited referrals for mammography

We also provide Specialty Services on-site including:
Cardiology | Dermatology | Gastroenterology | Endocrinology
Laser Hair Removal | Neurology | Pain Management

We provide referrals to Mount Sinai Specialty Services including: Ophthalmology | Surgery | Oncology
Pulmonary | Electrolysis | Hematology | Otolaryngology
Mammography

Our Programs

All IAM practices provide a number of health care programs as well as support groups. Our goal is to provide diverse and comprehensive health care services to address the needs of all our patients. Each site can provide information to you about groups within your primary care practice.

Pre-Exposure Prophylaxis (PrEP)

Pre-exposure prophylaxis, or PrEP, is a way to help prevent HIV by taking a pill every day. People who want to start PrEP can be referred to a doctor to prescribe PrEP. If you are uninsured, a social worker can work with you to apply for insurance.

Post-Exposure Prophylaxis (PEP) Coverage

We provide 24/7 HIV Post-Exposure Prophylaxis (PEP) services for people who may have been exposed to HIV through our PEP Hotline. The hotline can be reached via a direct number (929) 266-7737 or by calling the IAM practice phone numbers after business hours and following the telephone prompts regarding an HIV exposure or PEP. Outside of practice business hours, the hotline is routed to a medical provider to assess exposure, prescribe PEP medications to a contracted pharmacy (if a possible exposure occurred), and to link callers to a practice for follow-up during the next business day. During practice business hours, the hotline is routed to a program coordinator to facilitate immediate linkage to care.

The Sexual and Behavioral Health Program (SUMMIT)

The SUMMIT program provides uninsured patients with screening, treatment, and mental health counseling for sexually transmitted infections (STIs), Hepatitis C and assistance in receiving Pre-Exposure Prophylaxis (PrEP) and Post-Exposure Prophylaxis (PEP).

Pediatric/Adolescent Program

Our program offers comprehensive primary medical care, case management services and health education to children living with HIV or born to a person with HIV. Our adolescent program provides primary medical care, case management services, health education, and access to clinical trials for adolescents with HIV, as well as confidential HIV antibody testing and counseling and HIV prevention services for those at risk for HIV infection.

Older People with HIV

We have a full range of services for older adults with HIV at IAM's Peter Krueger Clinic. In addition to our team of providers and geriatrician, nursing staff, social worker and pharmacist, we also continue the support group-style workshop series, which the participants have named the "OG Club"

Coming Home Program (CHP)

The CHP is located at the Morningside Clinic and complements our on-site medical services with supportive services to those with a history of incarceration. CHP staff, many of whom also have a history of incarceration, work closely with each person to ensure that their needs are met through on-site clinical care, support services, and individual and group counseling. CHP staff work closely with the patient to make additional internal and external referrals as needed.

LGBTQNC Health Services

IAM provides comprehensive health care and supportive services to lesbian, gay, bisexual, transgender, queer, and non-conforming individual. A large percentage of our staff identify as LGBTQNC and work to ensure services meet the

patient's needs and our clinics are safe spaces to receive care. We provide a full range of services including primary care, specialty care, mental health services, geriatric services, PrEP and PEP, HIV, STI and HCV testing, social work, support groups and care coordination.

Harm Reduction

Project Safety, Harm Reduction, And Recovery for Everyone (Project SHARE) provides harm reduction services for PWH who need support to reduce the negative impact of drugs and/or alcohol use on their health. Located at Peter Krueger Clinic, the services include individual and group counseling, crisis intervention, overdose prevention and education, and art/recreational therapy.

Food and Nutrition Services

The Food and Nutrition Services program is located at the Morningside and Samuels Clinics. The program provides nutrition assessments and plans, individual and group nutrition counseling, workshops, food voucher support for those in need, and trips to NYC neighborhoods to sample diverse healthy cuisines.



Integrative Medicine

Integrative Medicine includes massage, yoga, acupuncture, meditation and other stress reduction therapies to help address a variety of issues from pain, insomnia, and anxiety, to chronic disease management. Services from the Integrative Medicine Program are available at the Morningside, Samuels and Peter Krueger Clinics.

The Care Coordination Program

The Care Coordination Program works with patients with HIV who need support in attending medical appointments, taking their HIV medication, and who would like HIV education and support. Patient navigators make regular home visits along with reminder calls and support for medical visits and medication adherence.

HIV/AIDS Clinical Research Program

The Infectious Diseases Clinical and Translational Research Center offers persons with HIV access to the most up-to-date and current clinical research and/or trials for treatment of HIV and associated co-morbidities. We also offer access to other clinical trials which welcome and encourage the participation of persons with HIV.

The Health Home Program

The Health Home Program provides care coordination services for Medicaid patients with a chronic illness such as HIV, who require assistance in complying with medical and mental health services as well as securing entitlements.

The Consumer Advisory Board (CAB)

CAB members are patient representatives and advocates who provide input on the development, implementation, and delivery of practice services. Please email: IAMLlistening@mountsinai.org for more information.



Center for Transgender Medicine and Surgery (CTMS)
275 7th Avenue, 12th Floor, New York NY 10001
(212) 604 1730 | <https://www.mountsinai.org/ctms>

The Center for Transgender Medicine and Surgery (CTMS) provides compassionate and comprehensive health care to transgender and non-binary individuals of all ages. Our team is comprised of experts in primary care, hormone therapy, behavioral health, and gender-affirming surgeries. Specialty care include endocrinology, gynecology, urology, and plastic surgery. CTMS also provides supportive services including:



- Social Work
- Speech Pathology
- Laser Hair Removal
- Spiritual Care
- Trauma Services
- Individual & Group Therapy

Our providers work together to ensure that your medical needs are addressed and that you feel supported as a valued member of our clinic.

Youth Gender Center—Pediatric and adolescent services for transgender youth and their families: The Youth Gender Center provides mental health services and medical services for TGNB youth, and a partnership with the Ackerman Institute for the Family for therapy services for transgender children and their families, broadening our ability to serve transgender people of all ages.

The Trauma Healing and Resilience Initiative for Transgender Survivors of Violence (THRIV) initiative provides increased access to trauma-focused, gender-affirming therapy for TGNB survivors of interpersonal violence and trauma. Services include short-term therapy for TGNB individuals who have experienced interpersonal violence, including sexual and intimate partner violence, childhood sexual abuse, trafficking, hate crimes, and community violence.

Dental Services

The Institute for Advanced Medicine (IAM) offers dental services at two practices: Morningside Clinic and Samuels Clinic. The mission of IAM Dental is to provide quality dental care and help patients understand the importance of oral health.

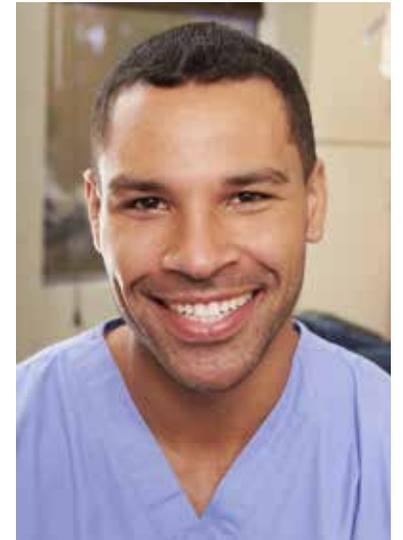
Appointments

- Dental appointments are made at both Morningside and Samuels Clinics. The phone number to make a dental appointment is: (212) 523-6500.
- It is easiest to seek dental care at the same practice where you receive your regular IAM care. If your IAM practice does not offer dental services, then you can choose either the Morningside or Samuels Clinic for your dental services.

Please note: We do accept walk-in emergencies. If you do have an emergency please reach out to the call center (212-523-6500) and tell them that you have a dental emergency. The dental secretary will reach out to you and book an appointment for your dental emergency.

Insurances Accepted

Most insurance are accepted, however, we do not accept private insurance at this time. Please ask your social worker if your insurance is accepted. We will always do our best to work with the insurance company to provide you with the best care possible. If you would like to pay for your own treatment, please discuss the fee schedule with the dentist. All fees must be paid at the time of the service.





MyChart is a secure means of communication that allows you to directly message your Provider through your electronic medical record. MyChart also allows you to view your health summary and selected test results schedule, and cancel appointments and selected test results, request prescription refills, and access trusted health information resources.

Staff can assist you with registering on your computer or smartphone.

If you are already enrolled in MyChart and need a refresher about how to use it or if you need help with your account or passwords, you can contact the Help Desk: **(855) 343-3470** or Email us at **mychartsupport@mountsinai.org**.

Below is a link to the MyChart log-in. This also includes information about having a video visit, communicating with your doctor, requesting prescription refills, accessing your test results, and managing your appointments:

<https://mychart.mountsinai.org/mychart/Authentication/Login?>

You should never use MyChart to try and reach your Provider in an emergency situation.

Our Pharmacy Services

Where are the pharmacies located?

West Village Pharmacy

275 7th Avenue, 12th Floor

Tel: 212-604-1780 | Toll Free: 833-581-0382 | Fax: 212-604-1763

Business Hours: Monday and Friday, 9:00 AM - 5:30 PM

Tuesday, Wednesday and Thursday, 9:00 AM-7:00 PM

Samuels Pharmacy (Mount Sinai West Hospital)

1000 10th Avenue, Suite 2T (Second Floor)

Tel: 212-636-3600 | Toll Free: 833-581-0381 | Fax: 212-636-3601

Business Hours: Monday, Tuesday, Thursday and Friday:

9:00 AM - 5:00 PM; Wednesdays 9:00 AM - 6:00 PM

Our certified specialty pharmacies serve all five IAM clinics, with free delivery for all five boroughs, Long Island and upstate NY. They are open at the same hours as each practice, with pharmacy staff available 24/7. We can fill all the same medications as any other retail pharmacy, such as CVS or Walgreens.

When using these pharmacies, you can receive sensitive counseling in our private consulting room and in an intimate environment. We can also easily monitor therapies and ensure that you receive correct and effective treatments.

Please order one day ahead of time for **free home delivery** so you never need to make an extra trip to pick up medications.



What insurances are accepted?

We accept ADAP, Medicaid, Medicare, and most commercial insurances. If you have a specific insurance question, please ask our Pharmacists. We also have dedicated employees who can obtain prior authorizations for all medications.



Prescription Refills

Please make every effort to discuss refills during your scheduled appointments. If you need a prescription refill before your next scheduled appointment, please call your practice directly (see inside back cover for phone numbers). If you are already using one of the IAM pharmacies, you can call us directly for efficient and speedy refills that can be delivered to your home!

You may also request a refill electronically by using MyChart. Ask one of our staff for help to set up your MyChart account, or see the MyChart section in this handbook.

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.

IAM nursing staff will return your call if there is a problem with your refill. All prescriptions will be sent directly to your pharmacy electronically, so you will not need to pick up the prescription in the practice. Please check with your pharmacy to see when your medication is ready for pick-up or to schedule a delivery to your home.

Please note that prescription refills may take up to 2 business days to complete, so please plan ahead.

Controlled Substances/ Pain Medication Prescription Policy

For your safety, some medications are monitored more closely than others. Monitoring occurs both internally at IAM and by New York State authorities.

- Examples of some of these medications include pain medications (such as Percocet and Roxicodone), hormones (such as Testosterone), and sleeping medications (such as Ambien). Refilling these medications may also involve a different process than for your other medications.
- You will need to have an appointment with either your provider or nurse to get refills on these medications.
- Please do not walk in for refills of these medications. Please do not phone for refills of these medications after hours or on weekends.
- Requests may take up to 48 hours to process.
- You may use MyChart for any questions.
- Your provider will review your need for these substances at every scheduled visit and may suggest alternative medications, or may decide to taper your medications.
- Your provider may also ask you to sign a “Controlled Substance” contract.
- You may be asked to provide a blood or urine sample to determine if you are taking your medication as prescribed, and if you are using any illegal substances. If you do not appear to be taking the medication as prescribed, or you are using illegal substances, your provider will determine the best treatment options for you. It is possible that your provider may discontinue your medications if you cannot provide blood or urine samples. You may also be referred to Pain Management for further evaluation.

Patient Policies

These policies were created to ensure the safety and well-being of both patients and staff. Please read this carefully, as it may be different from other practices. As always, if you have any questions or concerns, you can ask your practice manager or care provider.

How to Reach Practice Staff and Providers

IAM staff can be reached during business hours at your practice's main number listed inside the back cover of this handbook. You can leave a message for a staff member who will return your call, or, you can message your doctor directly through MyChart (see below).

Medical Records

We ask that you provide us with your complete medical history. Your social worker can help you request copies of your outside medical records.

Scheduling Appointments

All patients are asked to commit to seeing their Primary Care Provider (PCP) 1-3 times per year, depending on their health issues and concerns.

Appointments may be made in person or by phone.

- To make an appointment at Jack Martin Clinic, call **(212) 241-7968**
- To make an appointment at the Comprehensive Health Program, call **(212) 604-1701**
- To make an appointment at Peter Krueger Clinic, call **(212) 420-2620**
- To make an appointment at Morningside Clinic, call **(212) 523-6500**
- To make an appointment at Samuels Clinic, call **(212) 523-6500**

Telehealth, also known as Video Visits

Telehealth and video visits are available for most of our services. It allows you to interact with your provider from home or on the go through a live audio and video. It's best if you connect to Wi-Fi and wear headphones to increase the audio and video quality of the video visit. Log in to the MyChart App 15-20 minutes before your visit to eCheck-in. This is the link about how video visits work: https://mychart.mountsinai.org/MyChart/en-US/docs/Video_Visit_Patient_Quick_Reference.pdf

Late Arrival for Appointments

If you arrive more than 20 minutes late for your appointment you may need to reschedule your appointment if your doctor is no longer available. We will reschedule for later that day if an appointment is available, or at a later date. A nurse will speak with you to discuss and assist with your medical needs.

Same Day Visits

Same day visits are for urgent needs such as illness. If you choose to walk-in, you will speak with a nurse first, who will determine with a provider the urgency of the visit. You may be seen immediately, scheduled for an appointment within 24 hours, or given a follow-up appointment at a later date. We encourage you to call in advance for a same day visit, or schedule an appointment for any non-urgent needs that arise. The wait to see a provider for a same day or walk-in visit may be significant based on availability.

Insurance

IAM practices accept Medicaid, certain HMO Medicaid Plans, Medicare, certain Medicare Advantage Plans, certain commercial insurances, insurance obtained on the exchange and ADAP. We can also help patients apply for financial assistance, which is based on household income. Patients may also be eligible to apply for a sliding scale payment, or may be covered by grant-funded programs. Our social workers can help you with applying for an insurance plan that meets your medical and mental health needs, understanding your insurance, and applying for assistance.

Billing

All charges not covered by your insurance are your responsibility. Some insurance companies require a co-pay, or apply the charges to your annual deductible/co-insurance. The co-pay may be collected at the time of visit or billed to your account. You may receive two types of bills, depending on your insurance – a **professional fee** to cover services performed by your provider, and a **hospital fee** to cover things like labs, equipment, facilities, and supplies.

If you do not have active insurance coverage at the time of your visit, you will receive a bill for the full cost of your visit. Your social worker can help you understand your health insurance and your responsibility, and address insurance issues. You can also contact your insurance company directly.

Waiting Room Etiquette

Please work with us to keep our practices a clean and welcoming environment for everyone.

- Dispose of all trash in designated trash cans;
- Return magazines and newspapers to their original place;
- Notify a staff member if the patient bathrooms are not fully stocked or unclean;
- Food and beverages are not permitted in the waiting room;
- For privacy reasons, photographing and videotaping are prohibited.



Safety

- Mount Sinai does not tolerate any form of harassment or discrimination. If you witness discrimination, notify a staff member so we can work to resolve the issue.
- Mount Sinai does not tolerate violence. 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 may be asked to leave the premises and will be escorted out by security.
- Inappropriate behavior may result in a behavioral contract or discharge from our facility. Discharged patients will 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.

After-Hours Coverage

The Mount Sinai Institute for Advanced Medicine provides after-hours coverage to all patients. When a patient calls after hours (see hours of operations towards back of hand-book) or on the weekend, the call is forwarded to our answering service. Our answering service will contact the provider on call. For patients with after-hours surgical issues who are receiving their primary care at 275 7th Avenue and who are also a part of the Center for Transgender Medicine and Surgery (CTMS) program, please call the transgender surgery consult line at (212) 870-8270.

Forms and Letters

- Your social worker may help with any forms or letters you need to complete. We ask that you please make an appointment rather than walking in.
- Form completion can take up to one week for us to process. Please call your social worker to confirm that they are ready before coming in.
- Please DO NOT leave forms with the front desk staff.

Transportation Assistance

MetroCards for medical visits are available for IAM patients if you meet the following criteria:

- You have active Medicaid;
- You live further than 10 blocks from the practice;
- You do not have transportation services;
- You have not received a MetroCard from another practice in the same day.

MetroCards may also be available for patients participating in certain grant-funded programs. Your social worker can also assist eligible patients with disabilities with ambulette services, access-a-ride, or half-fare transportation passes.



Request to Change Provider



Your relationship with your medical provider is very important. However, if you should ever become dissatisfied with your medical provider, please be advised:

- You are welcome to request a change at any time;
- To request a change, please speak with the social worker;
- Please keep in mind, the first time you request a provider change, it will be granted; however, if you are requesting a change because of your medication regimens, it may not be permitted;
- All requests to change mental health providers should be directed to the director of mental health at your practice. The mental health team will review your request and the team's decision will be explained to you;
- If you have any concerns about your care, we encourage you to discuss them with your social worker, provider, or practice manager;
- Any additional requests will be reviewed by your care team;
- If requested or necessary, we can also facilitate your transition to a new practice, to ensure that your treatment is not disrupted.

Hours of Operation

Mount Sinai Morningside

Morningside Clinic:

440 West 114th Street, 6th Floor (212) 523-6500

Monday-Friday 8:30 AM - 5:00 PM

*Walk-in Hours: 9:00 AM - 11:00 AM, 1:00 PM - 3:00 PM

Mount Sinai West

Samuels Clinic:

1000 10th Avenue, Suite 2T (212) 523-6500

Monday, Tuesday, Thursday, and Friday 8:30 AM - 5:00 PM

Wednesday 8:30 AM - 7:00 PM

*Walk-in Hours: 9:00 AM - 11:00 AM, 1:00 PM - 3:00 PM

The Mount Sinai Hospital

Jack Martin Clinic:

17 East 102nd Street, 3rd Floor (212) 241-7968

Monday, Tuesday, Thursday, and Friday 8:30 AM - 5:00 PM

Wednesday 8:30 AM - 7:00 PM

*Walk-in Hours: 9:00 AM - 11:00 AM, 1:00 PM - 3:00 PM

Mount Sinai Beth Israel

Peter Krueger Clinic:

217 8th Avenue, Ground Floor (212) 420-2620

Monday through Friday 8:30 AM - 5:00 PM

Mount Sinai Hospital

Comprehensive Health Program:

275 7th Avenue, 12th Floor (212) 604-1701

Monday through Thursday 8:20 AM - 8:00 PM

Friday 8:20 AM - 5:00 PM

*Walk-in Hours: 9:00 AM - 11:00 AM, 1:00 PM - 3:00 PM

*Walk-in Hours are for urgent needs. Please see same day visit section.

We Welcome Feedback

Patient Suggestion forms are available in our waiting rooms. For immediate concerns, please contact your practice's manager, nurse manager, or social worker. Also, please take a moment to fill out any Press Ganey Patient Satisfaction Surveys you may receive to share your opinions with us.

You can also send any correspondence to: **The Mount Sinai Hospital—Patient Service Center** One Gustave Levy Place, Box 1515, New York, NY 10029

Or contact us via email at IAMlistening@mountsinai.org. 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. Their information is displayed at each practice.

