

# 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). 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 New York City:

- The Mount Sinai Hospital, Jack Martin Clinic
- The Mount Sinai Hospital, Comprehensive Health Program
- Mount Sinai St. Luke's, 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. And as we work hard to take care of you, please don't 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

*In partnership with you, the Institute for Advanced Medicine provides the highest quality of comprehensive primary, specialty and sexual health care to every member of our community.*

# 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
- Free rapid HIV counseling and testing
- Health home enrollment
- Hepatitis C treatment program
- Individual and group psychotherapy
- Integrative medicine including acupuncture, massage, meditation and other stress reduction therapies
- Legal services
- Nutrition assessments & counseling
- Pediatric and adolescent health
- Pharmacy services
- Post-Exposure Prophylaxis (PEP)
- Pre-Exposure Prophylaxis (PrEP)
- Psychiatric consultation & treatment
- Referrals to HIV clinical research
- Social work/case management services
- Substance abuse counseling & referral
- Violence prevention
- Women's health including gynecology and breast health

***We also provide referrals to Specialty Services, including:***

Ophthalmology | Dental Services | Surgery | Oncology  
Pulmonary | Hematology | Cardiology | Dermatology  
Gastroenterology | Otolaryngology | Endocrinology  
Neurology

# Our Programs

All IAM practices provide a number of health care programs as well as support groups. Our goal is to provide multifaceted and comprehensive health care services to address the needs of all our patients. Each site can provide you information 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 are at substantial risk for HIV can be referred to a doctor to prescribe PrEP treatment. 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 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 SUMMIT Program***

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

## ***Center for Transgender Medicine and Surgery (CTMS)***

The Center for Transgender Medicine and Surgery (CTMS) provides compassionate and comprehensive health care for the transgender community. Through a holistic and multi-disciplinary approach, we provide patients with primary care and access to specialists in the areas of Endocrinology, Behavioral Health, Plastic Surgery, Urology, and Gynecology who will work together to help patients with all their health care needs. CTMS also provides supportive services including:

- Social Work
- Speech Pathology
- Electrolysis
- Adolescent Health
- Spiritual Care
- Trauma Services
- Legal Services



### ***Pediatric/Adolescent Program***

Our program offers comprehensive primary medical care, case management services, health education, and access to clinical trials as well as confidential HIV antibody testing and counseling to those at risk for HIV infection.

### ***The Care Coordination Program***

The Care Coordination Program works with HIV+ patients that have trouble attending medical appointments, taking their HIV medication, and 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 HIV/AIDS Research Program offers persons living with HIV/AIDS access to clinical trials for the newest changes to protocols currently under development for treatment of the disease.

### ***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 [IAMCAB@mountsinai.org](mailto:IAMCAB@mountsinai.org) for more information.



# Dental Services

The Institute for Advanced Medicine (IAM) offers dental services at three practices: Morningside Clinic, Samuels Clinic, and Peter Krueger 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 your IAM practice. If your IAM practice does not offer dental services or has limited dental hours, you are able to make dental appointments at any of our other sites.
- All appointments are scheduled for 20 minutes. We kindly ask that all patients arrive 15 minutes before the appointment time. Patients who arrive over 10 minutes late may not be seen.

**Please note:** We do accept walk-in emergencies during practice hours. Patients must arrive by 9:00 am for the morning session or by 1:00 pm for the afternoon session. No walk-in patients are seen if they arrive after 3:00 pm. Please understand that walk-in emergencies will need to wait until a dentist is available. The average wait time can vary from one to two hours.

## *Insurances Accepted*

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

# Our Pharmacy Services

## *Where are the pharmacies located?*

### **West Village Pharmacy**

275 7th Avenue, 12th Floor

Telephone: 212-604-1780 | Fax: 212-604-1763

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

### **Samuels Clinic**

#### **(St. Luke's Roosevelt Hospital Center) Pharmacy**

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

Telephone: 212-636-3600 | Fax: 212-636-3601

Business Hours: Monday, Tuesday, Thursdays and Friday:  
9:00 AM - 5:00 PM; Wednesdays 9:00 AM - 6:00 PM

### **Morningside's Drop-off and Pick-up**

Deliveries are made once each morning and are available for pickup at our distribution office:

440 West 114th Street, Stuy 7, Room 4767

Telephone: 212-636-1122

For drop-off/pick-up at Morningside:

Monday - Friday, 11:30 AM - 4:00 PM

*What insurances are accepted?* We accept ADAP, Medicaid, Medicare, and most commercial insurances. If you have a specific insurance question, please ask our Pharmacists.







## **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 the following numbers:

Jack Martin Clinic (212) 241-0710

Comprehensive Health Program (212) 604-1701

Morningside Clinic (212) 523-6500

Samuels Clinic (212) 523-6500

Peter Krueger Clinic (212) 420-2620

You may also request a refill electronically by using MyChart. Ask one of our staff for help to set up your MyChart account! Prescription refills may take up to 2 business days to complete. Please plan ahead.

Our staff will return your call if there is a problem with your refill. Otherwise, please check with your pharmacy to see when your medication is ready for pick-up or to schedule a delivery to your home.

All prescriptions will be sent directly to your pharmacy electronically, so you will not need to pick up the prescription in the practice.

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.

## *Controlled Substances/ Pain Medication Prescription Policy*

For your safety, some medications are monitored more closely than others. Monitoring occurs both internally as well as 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.

## Pharmacy: Frequently Asked Questions

### *How can I get great services while supporting my practice?*

Our pharmacies are located in the Mount Sinai Health System's clinical practices, which allow us easy access to your medical history, doctors and nurses, and other Mount Sinai services for comprehensive care.

Our pharmacies monitor therapies and ensure that you receive correct and effective treatments.

You can receive sensitive counseling in our private consulting room and in an intimate environment.

### *Who is responsible for obtaining prior insurance authorization for my medications?*

Dedicated employees obtain prior authorizations for all medications.

### *What medications can be filled in the pharmacies?*

We will fill the same medications as any other retail pharmacy, such as CVS or Walgreens.

### *Can I get my medications delivered?*

Yes, we have free home delivery so you never need to make an extra trip to pick up medications. Please order one day ahead of time.



# 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 in 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.



**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, request prescription refills, and access trusted health information resources. Practice staff can assist you in registering on your computer or smartphone.

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](mailto:mychartsupport@mountsinai.org).

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

### ***Scheduling Appointments***

All patients are asked to commit to seeing their Primary Care Provider (PCP) at least 2 to 3 times per year.

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**

### ***Late Arrival for Appointments***

If you arrive more than 20 minutes late for your appointment, your doctor may not be able to see you and you may need to reschedule your appointment; however, a nurse will speak with you to discuss your medical needs. If another appointment is available on the same day, we will make every effort to accommodate you.

### ***Walk-In Visits***

Walk-in visits are reserved for urgent needs. When you arrive, 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 schedule an appointment for any non-urgent needs that arise. The wait to see a provider for a 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. A social worker is available to assist you to apply for an insurance

plan that meets your medical and mental health needs. Depending on your insurance, you may receive a physician bill and an outpatient bill. Please speak with your social worker for more information or if you have any questions about your bill.

### ***Billing***

All charges not covered by your insurance are your responsibility. You may receive two types of bills, depending on your insurance:

- A **professional fee** to cover services performed by your provider.
- A **hospital fee** to cover things like labs, equipment, facilities, and supplies.

Both of these fees may sometimes be referred to as a **“co-pay or co-insurance/deductible.”** Please refer to the information on the billing information flyer available at the front desk for more information. If you do not have active insurance coverage, you will receive a bill. Patients may be eligible to apply for a sliding scale payment or be covered by grant-funded programs.

### ***Co-Payment***

Depending on your insurance coverage, you may or may not have a co-payment for the services provided. A co-payment is incurred at the time of service. This may be collected at time of visit or billed to your account. As stated above, further information is available at the front desk.

### ***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.
- 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 Hospital's Institute for Advanced Medicine provides after-hours coverage to all patients. When a patient calls after hours (5pm on weekdays) 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 plastic 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 doctor is very important. However, if you should ever become dissatisfied with the relationship 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 practice manager;
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- 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 clinic 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 St. Luke's**

### **Morningside Clinic:**

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

Monday-Friday 8:40 AM - 5:00 PM

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

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## **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

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## **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

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## **Mount Sinai Beth Israel**

### **Peter Krueger Clinic:**

217 East 17th Street, 1st Floor (212) 420-2620

Monday and Friday 8:40 AM - 5:00 PM

Tuesday, Wednesday, and Thursday 8:40 AM - 6:00 PM

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## **The Mount Sinai Hospital**

### **Comprehensive Health Program:**

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

Monday and Friday 8:40 AM - 5:00 PM

Tuesday, Wednesday, and Thursday 8:20 AM - 8:00 PM

**Walk-in Hours:** Monday and Friday 8:40 AM - 3:30 PM

Tuesday, Wednesday, and Thursday 8:20 AM - 4:15 PM

# We Welcome Feedback

Patient Suggestion forms are available in our waiting rooms. For immediate concerns, please contact your clinic's practice 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](mailto: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.



# Institute For Advanced Medicine

## Primary Care Services

- Primary Care for HIV-Negative & HIV-Positive People
- Post-Exposure Prophylaxis (PEP)
- Pre-Exposure Prophylaxis (PrEP)
- STD Treatment & Prevention
- HIV Prevention
- Case Management
- Eligibility Assistance
- Access to Clinical Trials

## Specialty Services

- Dermatology
- Gastroenterology
- Gynecology
- Psychiatry
- Psychology
- Nutrition
- Neurology
- Cardiology
- Pediatrics/Adolescent Health Care
- Care Coordination
- Transgender Medicine & Surgery
- Screenings for Anal and Cervical Cancer
- Social Work
- Hepatitis C Evaluation and Treatment
- Addiction Treatment

## Five different locations, same great care

### Jack Martin Clinic

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

### Peter Krueger Clinic

317 East 17th Street, 1st Floor  
(212) 420-2620

### Comprehensive Health Program

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

### Samuels Clinic

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

### Morningside Clinic

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