



Welcome to Mount Sinai Doctors Astoria

A Guide to Help You Coordinate Your Visit

For more information or to make an appointment,
please call [718-808-7777](tel:718-808-7777).



**Mount
Sinai
Queens**

Thank you for choosing Mount Sinai Doctors Astoria

Welcome

At Mount Sinai Doctors Astoria, helping you get healthy and stay healthy is our top priority. In our experience, the more prepared you are the more likely you will be relaxed and have a productive visit. Should you need coordinated care among our many specialties, all of our providers collaborate and communicate frequently to ensure delivery of high-quality care to you.

We hope that you will find the information in this packet helpful so your experience can be the best it can be.

Scheduling Your Appointment

Please call **718-808-7777** to schedule an appointment. If you prefer to book online, please go to **www.mountsinai.org/msqappt**. You may also go to your physician's page at the Mount Sinai website, **www.mountsinai.org/FAD**.

Be sure to have your insurance information on hand when you call. It will help the process go more smoothly.

If you are unable to make your scheduled appointment, please call and reschedule or cancel **with as much advance notice as possible**.



Planning Your Appointment

**It is Important
to Bring These
Items With You:**



PHOTO ID



INSURANCE
CARD(S)



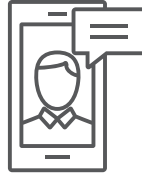
MEDICAL RECORDS FROM
OTHER PHYSICIANS*



CURRENT
MEDICATIONS



REFERRING PHYSICIAN
CONTACT INFORMATION*



EMERGENCY
CONTACT INFORMATION



ADVANCE
DIRECTIVES*

**if applicable*

Designated Primary Care Physician (PCP) and Specialty Referrals

If your insurance plan requires you to designate a PCP, please be sure that you have designated the correct PCP with your insurance company prior to arriving for your appointment.

If your insurance plan requires you to have a referral to see a specialist, please ensure that your PCP has submitted the information to your insurance company prior to arriving for your appointment.

Smooth Sailing on Appointment Day

Getting to Mount Sinai Doctors Astoria

Our offices are located on the fourth and fifth floors of the Mount Sinai Queens Pavilion, 2520 30th Avenue, Astoria. Please use the Pavilion entrance which is just east of the Hospital entrance.

Subway: The **N** and **W** 30th Avenue Station is three blocks from our office.

Bus: The Q18 and Q102 stop at the office on the corner of 30th Avenue and Crescent Street.

Car: Parking is available, for a fee, at the Mount Sinai Queens parking facility located on 30th Road, between Crescent Street and 23rd Street, on the right side of the street. The lot, open seven days a week from 6 am to 9 pm, is a short walk to our office.

Get Started by Checking In

The front desk staff will welcome you to our offices and verify your personal information. The staff will provide any forms that need to be completed, collect any payment due, and inform the medical staff of your arrival.

Your Time Is Valuable

We will make every effort to see you as close to your appointment time as possible. Emergencies, complications, and other issues sometimes lead to unexpected delays. The office staff will inform you of any significant delays and provide you with an expected wait time.

Should you arrive more than 15 minutes after your scheduled appointment time, we may ask if you prefer to wait or to reschedule for another day. If you are experiencing a medical issue that requires urgent attention, please notify the staff upon your arrival.

Smooth Sailing on Appointment Day *continued*

Before You See the Doctor

A medical assistant (MA) will take you to one of our comfortable, modern exam rooms. The MA will ask you some preliminary questions pertaining to your visit and record your vital signs.

When Should You Expect Your Results

The timing of your results will vary depending on the nature and complexity of the test. If diagnostic testing including blood work is ordered during your visit, please ask your physician when and in what format you should expect to hear about the results.

Respecting Privacy

Your privacy is very important to us, and we take confidentiality very seriously. All information and discussions will be kept between you, your physician, and your care team.

Mount Sinai MyChart

An Online Toolkit for Your Health

Having convenient and timely access to your medical records is an essential tool in managing your health. Mount Sinai MyChart is a safe and secure way for you to get information about your office visits, communicate with your doctor about **nonurgent matters**, access test results, and request prescription refills.

Our office staff will give you instructions on how to activate your MyChart account, or you can go to <https://mychart.mountsinai.org/mychart/> to sign up.



MyChart Messages

Your doctor or a member of your health care team will respond to your MyChart messages within two business days. Please do not use MyChart for urgent medical issues.

**For any urgent concerns, please call 718-808-7777
to schedule a same-day appointment.**



Conveniently Located Diagnostic Services

Laboratory Tests

In most cases, specimens for laboratory tests will be collected as part of your office visit. If your test requires special collection, you will be given instructions on where to go for the test.

Imaging Exams

Mount Sinai Queens provides a full range of screening and diagnostic imaging exams on the second floor of the Mount Sinai Queens Pavilion, the same building where our offices are located, 2520 30th Avenue, Astoria. Please call **718-808-7500** for an appointment. Certain tests, like X-ray and ultrasound exams, may be accommodated on a walk-in basis.

After Your Appointment

Read a Summary of Your Visit

You can view more information about your office visit via MyChart—log in to MyChart and click the link on the right side of the page: *View clinical notes from office visit*. Once there, you have the option of looking at the *After Visit Summary* or *Clinical Notes*.

Follow-Up Appointments Are Easy to Schedule

You can schedule your next visit online, by phone, or with our staff when you check out. We recommend scheduling all routine follow-up appointments well in advance since our schedule can fill up quickly.

Do You Have Billing Questions?

Please call **718-808-7777** and select **option 9**. There will be a short wait, and you will be connected with a billing representative.

We Want to Hear From You About Your Visit

Your feedback is vital to improving our ongoing efforts to provide you with the best care possible. You may receive a patient survey via text, email, or postal mail asking for your comments and opinions about the care we provided. We strongly encourage you to let us know how we did. If you receive a survey, please take a moment to complete the survey to help us to improve our services to you and other patients.

More About How Our Practice Works

Getting Medication Refills

Your care team will review and respond to your medication refill requests by the end of the next business day. You can request refills online via MyChart, by calling the office at **718-808-7777**, or by asking your pharmacist to send the refill request to us electronically. Please note that certain types of medications may require authorization from your insurance provider or an office visit with your physician.

Contacting Our Office

If you are contacting the office for an urgent medical condition, please call **718-808-7777** and request a same-day appointment. All other calls and MyChart messages will be returned by the end of the next business day.

After-hours calls are managed by our answering service or an on-call physician.

Completing Forms

Please drop off any forms that need completion with our front desk staff. Our care team will review and complete the forms and return them to you within 10 business days.



Between Appointments

Questions or Concerns?

We are working hard to make your visit to Mount Sinai Doctors Astoria as productive and positive as possible. If you have any questions or concerns about your visit, please reach out and let us know.

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