

## + What You Can Do

### Be in Charge of Your Health

- Know that you are a full partner in your care.
- Learn about your health and what you can do to stay as healthy as possible.
- Understand that your lifestyle choices affect your personal health.
- Understand your financial obligations related to your health.

### Participate in Your Care

- Follow the plan that you and your medical team have agreed is the best for your health.
- Help us to identify any barriers you may have in following your treatment plan.
- Take medications as prescribed or let us know why you are unable to do so.
- Keep scheduled appointments or reschedule them if a conflict arises.

### Communicate With Your Care Team

- Ask any questions that you may have about your care and be sure you get the answers that you need.
- Bring your list of medications, herbal supplements and vitamins to your appointment.
- Tell us if there is any change in your health or well-being since your last visit.
- Always tell your medical home team if you get care from other health professionals so we can best coordinate your care.
- Always give other providers or facilities your personal provider's information when seeking care outside of our office.
- Always speak openly of your experience with your care team so we can provide you with the best possible care.



## What is a Patient-Centered Medical Home?

A patient-centered medical home is a system of care in which a team of health professionals works together with you, the patient, (and where appropriate, your family) to provide you with the best possible health outcomes. Your primary care provider leads the care team which may include nurses, medical assistants, receptionists, specialists and other health care professionals working together with you as the center of the care team. When you, as the patient, take an active role in your care, you can be sure you are getting the care that you need.

## + Benefits

### In a medical home, your care team:

- Is available when you need us. We will post our office hours and access to clinical advice is available 24/7, during and after office hours.
- Works to know you and your health history so we can suggest treatment options that are best for your health.
- Will focus on preventive care to keep you as healthy as possible.
- Makes sure that you understand your condition(s) and how to best take care of yourself. We help you understand your care options and help you make decisions about your care.
- Help you coordinate your health care across the health care system (including behavioral health), making appointments and making sure that specialists have the information they need about you to care for you.
- Uses technology to share records to help eliminate duplicate testing and make sure that all your health records are maintained in one place.



## + Primary Health Care Centers

### MAIN OFFICE (SALINA STREET)

819 South Salina St.  
Syracuse, NY 13202  
(315) 476-7921  
Monday – 8:30 am – 8:00 pm  
Tuesday – 8:30 am – 5:15 pm  
Wednesday – 8:30 am – 8:00 pm  
Thursday – 8:30 am – 8:00 pm  
Friday – 8:30 am – 5:15 pm  
Saturday – 9:00 am – 1:00 pm

### WEST HEALTH CARE CENTER

603 Oswego St.  
Syracuse, NY 13204  
(315) 424-0800  
Monday to Friday  
8:30 am – 5:15 pm

### EAST HEALTH CARE CENTER

1938 East Fayette St.  
Syracuse, NY 13210  
(315) 474-4077  
Monday to Friday  
8:30 am – 5:15 pm

### SOUTH HEALTH CARE CENTER

1701 South Ave.  
Syracuse, NY 13207  
(315) 476-7921

*Syracuse Community Health Center locations are centrally located throughout Onondaga County. Each site offers health care services staffed by professional providers. Each location is convenient to bus lines and free parking is available.*



Syracuse Community Health Center, Inc.

[www.schcny.com](http://www.schcny.com)



## SYRACUSE COMMUNITY HEALTH CENTER



Syracuse Community Health Center, Inc.

## Your Patient-Centered Medical Home

[www.schcny.com](http://www.schcny.com)



## Your Care Team Will Learn All About You

- We will get to know you and all aspects of your life which affect your health and well-being. We will update our records with your help each time you seek care.
- We will listen to your questions and concerns and treat you as a full partner in your care.
- Obtain information on your insurance coverage or give you information on how to obtain insurance coverage. Patients without insurance may be eligible for our sliding fee scale to help make your health care more affordable.

## + Services



### Medical

In a patient-centered medical home, your care is delivered by a team lead by your primary care provider. This team works closely with you and your family to help you achieve the best possible health outcomes. Medical services include: Adult and Family Medicine, Pediatrics, OB/GYN, Eye Care and Podiatry.

### Dental

SCHC's full-service dental department provides preventative care including cleaning topical fluoride treatment, sealant & periodontal screening, diagnostic & restorative services, emergency care and oral surgery.

## + Your Care Team Will...

### *Provide Access to Evidence-Based Care, Patient/Family Education and Self-Management Support*

- Provide treatment and recommend preventive services based on evidence-based guidelines for care facilitated by electronic medical records.
- Provide equal access to care regardless of your source of payment.
- Help you set goals for your care and help you meet these goals every step of the way.
- Give you and your family information to help you understand your condition and ways to stay healthy including providing information about community support groups and services.
- Coordinate your care across multiple settings and with specialists, when necessary, to provide you with the best possible care.
- We do screenings and can provide behavioral health services within our practice.

### *Communicate With You*

- Clearly explain your health situation and make sure you are aware of all the options for your care.
- Give you time to ask questions and answer them in a way you understand.
- Help you make the best decisions for your care.
- Ask you for feedback about your patient experience and how we can better serve your healthcare needs.
- Provide you with the information you need to obtain care and clinical advice during office hours and when the office is closed. The specific roles of your care team will be explained to you.
- Clearly identify the roles of the various members of your health care team.
- Give you instructions on how to transfer records to our practice and how to obtain records from our practice. A member of our (medical records) staff is always happy to help you.
- Provide you with information regarding potential sources of insurance coverage, as needed.

### Behavioral Health Services (CAPS)

Individual and Family Services (IFS) provides individual and group counseling to persons and families with mental health issues, including depression, anxiety, eating disorders, parenting issues, sexual identity issues, teens at risk, and domestic violence. Substance Abuse Services (OAS) are also available for clients struggling with alcohol and drug abuse.

### School-Based Health Center Services

Syracuse Community Health Center and Syracuse City School District have partnered to provide convenient access to health care for children. Each School-Based Health Center operates during and beyond regular school hours, all year round, including all holiday and summer vacations.

### Walk In Care

Walk-In Care provides for urgent health care needs without scheduling an appointment. Just walk-in when you're sick and see one of our providers. Walk-In Care is available at our Salina Street location Monday through Friday from 7 am to 9 pm and on Saturdays and Sundays from 9 am to 5 pm.

### Other

Syracuse Community Health Center offers a variety of other medical services that complement your primary care to make it easier for you to receive comprehensive care, including: Nutrition Counseling, Pharmacy, Radiology, Laboratory and Translation Services.