

## Insurance and contact:



## JOSE GORIS, MD PC

### **Uninsured Patients Obtaining Coverage**

Patients with no insurance coverage will get help identifying health insurance resources. Patients can enroll at [www.healthcare.gov](http://www.healthcare.gov) for quotes. In addition, insurances representative visit the office on a weekly basis to help patients enroll in a plan if they do not have one.

### **How to get care/advice when we are closed**

During Off-Hours: you can contact Dr. Goris by calling the office land line at **(212) 923-0408**. All calls are automatically transferred to a message service, where representatives work alongside us to make sure that all clinical matters are attended.

Routine matters such as appointments, call the clinic during regular business hours. This service is for urgent matters only.

**Web Services:** you can visit our web site to request for non urgent matters . There you can request an Appointment, Prescription Refill, Referral, and Test Results. The office staff will comply with your request within 3 business days.

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

### **How to get care or advice during office hours**

During Office Hours: you can call the office line at (212) 923-0408. A qualified clinical staff will take your request in a telephone encounter and route your call to the doctor, schedule an appointment or service your needs.

**Office Hours:** Monday - 9-5pm, Tuesday - 9-6pm, Wednesday - 9-5pm, Thursday - 9-5pm, Friday - 9-5pm, Saturday - 9-3pm. We are open after 5pm on Tuesday and weekend slots available to accommodate your patients and family needs.

**Same Day Appointments:** slots are available for immediate clinical needs. If there are not slots open you will be placed on a wait list in the event of a cancellation and receive a call ASAP.

435 Fort Washington Avenue, Suite 1C, New York, NY, 10033  
Tel: (212) 923-0408 - Fax: (646) 657-0037 or (212) 923-4032

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# Patient Centered Medical Homes



The Patient Centered Medical Homes is health care that establishes close relationships among medical practitioners, and patients families to ensure the best care while respecting patients concerns, needs and preferences. The patient will gain the education and support.

Our practice becomes the foundation of your medical care. We will coordinate overall health and wellness. Medical home broadly gives accessible, continuous, comprehensive, familycentered, coordinated, compassionate, and culturally effective health care.

## Coordinating Your Care:

- The patient has a personal physician and the practice is a physician-directed.
- Your care is oriented toward the whole person.
- Specialties and clinical test/labs/procedures are coordinated by the practice.
- Quality and safety drive patient care.
- The practices strives for optimal patient outcomes, defined by a care planning.
- Evidence based medicine and clinicaldecisionsupport tools guide decision making medical homes provides enhanced access.
- Physicians in the practice accept improvement through voluntary engagement in performance measurement and improvement.
- Patients actively participate in decisionmaking and feedback is sought to ensure patients expectations are being met.

## Equal Access to Patients:

- We provide equal access to patients and consider accepting uninsured. We accept Medicare/Medicaid.
- Write your symptoms and concerns to discuss during your visit.
- Write all medications you are currently taking. Include previous medications, over the counter medications, vitamins, and natural remedies.
- Please disclose your medical history, allergies to foods, bring previous reports from other doctors, labs, test, specialist results or scans completed else were.

# Your Responsibilities as a Patient:



## Responsibilities:

- Keeping schedule appointments.
- Tell your medical provider of any change in your medical history since the last appointment.
- When sent to a specialist or to do a study or a test, keep scheduled appointment made outside our medical group.
- When going to an appointment outside our medical group make sure to bring the results for your next visit. It is the responsibility of the outside facility to provide you with a copy. You will bring the copy on your next appointment. Please bring the results from:

Hospital Admission - Emergency Room Visit  
Results from Specialist - Lab/Images Results

## New Patients Personal Health Record:

- New patients will provide point of contact of previous doctor/clinic to help transfer personal health record.

## What You Can Expect From Us:

- We will review your medical history, and any chronic illnesses and results available to us.
- Review of your previous medical history and medical records.
- If blood tests are required, we will collect the samples within the clinic.
- We will ensure that all questions you may have will be answered to the best of our ability and ingering questions about your treatment and your medical conditions will be addressed.
- If a follow up visit is necessary we will set up the appointment. If a referral is necessary we will issue in a timely manner.

## Patient Experience Feedback:

We want you to participate in a patient quality experience through surveys and suggestions box. You might be contacted to complete an online survey about the care we provide and the overall patient satisfaction. This is of great importance to evaluate physicians, staff and to improve the quality of care you receive.