

Welcome "home"

A guide to being part
of Nuvance Health
Medical Practices

*Your patient-centered
medical home*



Medical Practices



231804_NHMP_PCP_BOOK_210617

Table of contents

■ Introduction to Nuvance Health Medical Practices 3

Welcome and overview (Nuvance Health)

What is a Primary Care Medical Home (PCMH)

What to expect from us

■ Your health..... 5

Information on wellness exams

Preparing for your visit

Common questions for the doctor

Insurance tips

Helpful health information

Why you should have a Primary Care Provider (PCP)

Recommended screenings

Medical emergencies

Communication preferences

■ Services & resources.....15

Scheduling an appointment

Medical services and specialties

Prescription renewals

Transition of care

After-hours calls

Lab and imaging locations

Important phone numbers

Using the online patient portal

Welcome, and thank you for allowing us to become an important part of your healthcare.

By choosing Nuvance Health Medical Practices, for your primary care, you've made a smart healthcare decision for yourself and your family.

As part of Nuvance Health, you now have a team of doctors, nurses and support staff focused on your health and managing all aspects of your care.

Led by primary care doctors—internists, family medicine practitioners and pediatricians—this team provides comprehensive, convenient and coordinated care based on what's called the patient-centered medical home (PCMH) model.

What exactly is a patient-centered medical home?

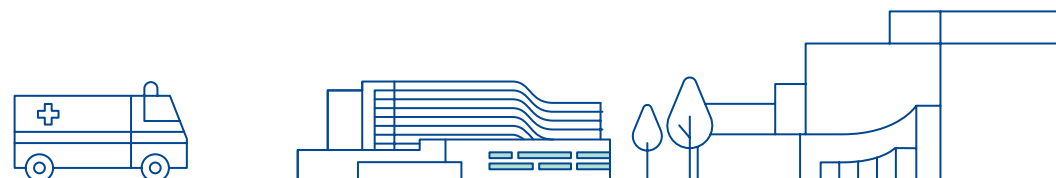
A PCMH is an innovative team-based care delivery model that helps to ensure you receive the healthcare services you need, when and where you need them. This includes prevention, screenings, wellness services, acute care and chronic care—and it's all coordinated through your primary care provider (PCP).

There are 5 key components of a PCMH:

It's patient-centered: You are a part of all decisions about your care, and these decisions are made in partnership with you, your doctors and your family—enhanced by information, education and support resources

- **It's comprehensive:** So it requires a team of care providers, which includes physicians, nurse practitioners, physician assistants, nutritionists, social workers, nurses and medical assistants
- **It's coordinated:** As your first stop for healthcare services, we help you find the right resources for your individual needs, and make sure that every member of your care team is on the same page
- **It's accessible:** So you get the care you need, when you need it, with enhanced in-person office hours, telehealth visits, and 24/7 phone or online messaging access to a member of your care team
- **It's committed to quality, safety and your satisfaction:** We practice medicine using the latest scientific evidence and technology tools, and we share decision-making with you

It all adds up to a healthier you. Research shows that when people have an established relationship with a PCP, they're healthier and have lower healthcare costs. That's because the better your provider knows you, the more likely conditions can be avoided or caught early.





What to expect from us

When you entrust your care to Nuvance Health, you can count on us for high-quality, responsive care that's tailored to your unique needs. Our commitment to you not only includes an extensive array of clinical services (outlined on page 16), but also thoughtful, responsive *service*:

- Same-day access for urgent health needs so you don't have to seek care in an emergency room or urgent care center
- Extended office hours, and telehealth visits, for your convenience
- Around-the-clock phone coverage
- Personal access to information in your electronic health record, including test results and your medical history, via our secure online portal
- Also via our patient portal, you can conveniently request an appointment, request prescription renewals, or ask your provider questions
- Care based on the latest scientific evidence, in conjunction with your provider's clinical expertise and your values, to guide decisions about your care
- Today's most advanced systems to keep track of your care, including electronic medical records and prescriptions
- An emphasis on patient and family education, with support that includes written materials, videos and in-person sessions with clinical nurse educators to help ensure you have the information you need to be healthy
- A process for goal-setting and self-management guidance so you have the tools and resources you need to achieve your personal health goals

Your health

There is a great deal that's within your control when it comes to managing your health. That's why we encourage you to take a proactive approach by adopting healthy lifestyle habits including:

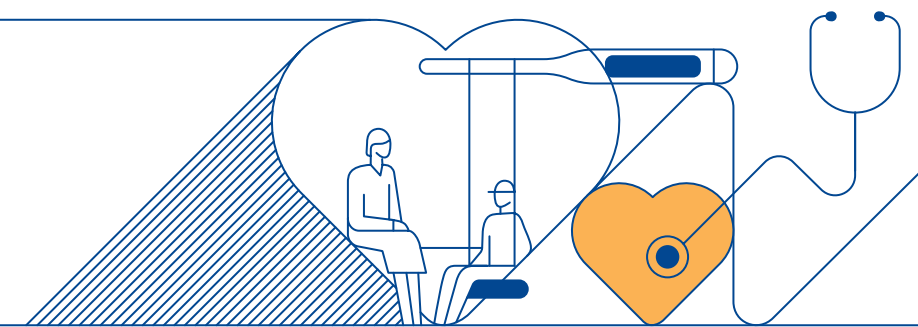
- A yearly wellness visit or physical with your PCP
- Maintaining a healthy weight
- Getting regular physical activity
- Eating a healthy, balanced diet
- Avoiding tobacco use
- Wearing a seatbelt
- Getting enough sleep
- Managing stress
- Staying up to date on your immunizations, including an annual flu vaccination

Wellness visits and physicals: What you need to know

There are two types of annual visits: A Medicare wellness visit (which is covered by Medicare) and a comprehensive annual physical (covered by commercial insurance or paid for out-of-pocket). Here's what to expect:

	Annual Wellness Visit (Medicare)	Comprehensive Physical Exam
What is it?	This special type of preventive visit is designed for Medicare recipients; it's aimed at developing a personalized plan to help keep you well, and is in addition to regular office visits to treat medical problems	This annual physical exam is conducted to monitor your overall health
What's typically covered?	If you're on Medicare, you are eligible for a one-time "Welcome to Medicare" preventive visit and yearly wellness visits thereafter. Follow-up screenings are not covered as part of these visits.	Most private insurance companies cover a comprehensive physical exam every year or every other year. Follow-up screenings may not be covered, depending on your insurance plan.
What happens during a visit?	<p>"Welcome to Medicare" preventive visit: This introductory visit is covered only within the first 12 months you have Medicare Part B insurance. This visit includes a review of your medical and social history, and education and counseling about preventive services and screenings.</p> <p>Yearly "Wellness" visits: If you've had Medicare Part B for longer than 12 months, you are eligible for a yearly wellness visit, which will help you develop or update a personalized plan to guard against disease and disability based on your current health and risk factors. This visit is covered once every 12 months.</p> <ul style="list-style-type: none"> • A review of your medical and family history • Maintaining a list of current providers and prescriptions • Height, weight, blood pressure, and other routine measurements • Detection of any cognitive impairment • Personalized health advice • A list of risk factors and treatment options • A screening schedule (like a checklist) for appropriate preventive services. Get details about coverage for screenings, shots, and other preventive services. • Advance care planning 	<p>While individual appointments may vary, below is a guide to help you understand what to expect during an annual physical:</p> <ul style="list-style-type: none"> • Review your measurements (height, weight, body mass index) • Check your vital signs (blood pressure, heart rate, temperature) • Examination of lungs, head, neck, abdomen and overall appearance • Neurological exam of reflexes, muscle strength • Review your medical/family history • Assess your risk of depression • Review the medications and supplements you take • Discuss any specialists you are seeing/have seen • Discuss lifestyle habits • Review your personal health goals and create a plan for achieving them

Note: If you receive any additional services or screenings during your physical or annual wellness visit (for example, if your provider addresses chronic conditions or current illnesses in depth during your visit), these services may be billed separately or may require a co-pay.



Preparing for your visit with your provider

Whether you're seeing your PCP for an annual wellness visit/physical or a regular office visit for a specific health concern, here's a checklist to help you prepare for your visit and make the most of your time with your provider:

- Your PCP will likely order blood work or other lab tests to be completed before your visit (so that he or she has time to review the results and discuss them with you when you meet). A member of your care team will contact you so that you can select a lab location that's most convenient for you, and explain how and when to schedule your tests. Know your health plan's participating laboratories so you don't end up paying out-of-network fees.
- On the day of your visit, please arrive 15 minutes before** your scheduled appointment so you have time to complete any necessary paperwork
- Please note that if you have an insurance co-pay, it is due at the time of service (there is no co-pay for Medicare annual wellness visits **unless you require additional services that day, such as care for specific health issues**)
- Bring your insurance card or other insurance information, as well as a photo ID, to your appointment. For security reasons, we will ask to see your insurance card and photo ID at every visit.
- Be sure to write down your health questions before your visit to make sure that you and your PCP cover all of your concerns (the list on the next page may help you)
- Bring a list of your other healthcare providers, including their names, addresses, phone numbers, and reasons for your visits with them
- Bring an up-to-date list of all the medications and supplements you take. If this is your first visit to our office, please bring all your medicine/supplement bottles to your appointment.
- Please bring the results/reports from any prior diagnostic tests or screenings you have on file
- Due to COVID, we are taking your safety very seriously. [Please view our companion guidelines and safety precautions.](#)

Common questions for your PCP

Whatever the reason for your visit, ask us questions! We want to understand your thoughts and concerns, and make sure we've given you the information you need to feel informed and stay healthy. We know that sometimes we can speak in "doctor" instead of plain English (although we try hard not to), so please let us know if there's anything that isn't clear. We welcome your questions.

Here are some questions and topics you may wish to cover with your provider, particularly at a wellness visit:

- What screening tests do I need (for more on these tests, see pages 11-13)?
- Does my family history put me at risk of any illnesses?
- Am I due for any vaccines/immunizations?
- How's my weight? If I need to lose weight, what strategies do you recommend?
- What should—and shouldn't—I be eating (especially if you have a health issue such as high blood pressure, high cholesterol, heart disease or are overweight)?
- What should I do before my next visit? (Ask your provider what you should be working on—it's a good way to set health goals or milestones.)
- When do I need to see you again? (Don't assume you need to wait until your next annual visit.)

If your provider prescribes a medication, it's also important to understand:

- Why am I taking this medicine?
- What are the expected benefits and potential risks?
- How long should I take this medicine?
- How might this medication affect me, and what side effects should I look out for?
- What should I do if I think I'm having a side effect?
- Are there any medications, foods or activities I should avoid while taking this medicine?

Insurance tips

Health insurance can help you keep your out-of-pocket healthcare costs more manageable. To help you get the most out of your insurance coverage, consider these tips:

- **Choose the right plan for you and your family:** If you were diagnosed with a chronic illness, or your child needs to start taking an expensive medication, make sure you have appropriate coverage
- **Understand your plan:** Review the documents you received when you signed up so you understand what the rules are—like whether you need pre-authorization for certain tests or procedures, or what happens if you see an out-of-network physician. Call your insurer if you have any questions about your plan, this can help you avoid unpleasant and potentially expensive surprises. You'll find a toll-free Member Services number on the back of your insurance card.

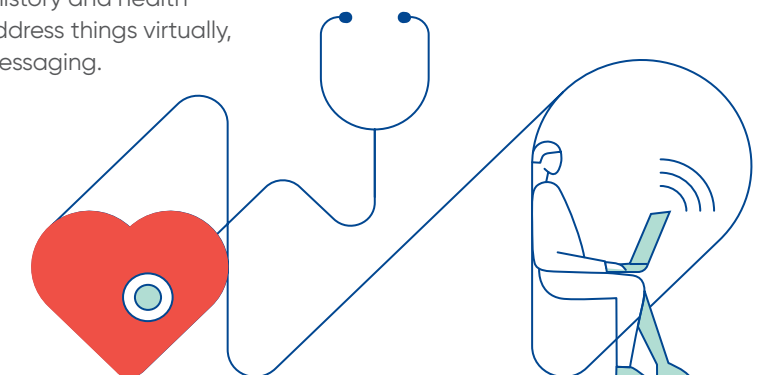
- **Stick with in-network providers:** You'll pay the lowest amount when you choose doctors and hospitals who are part of your plan's network
- **Use mail-order for prescriptions:** If you take medications long-term, you can save money (and reduce the hassle of going to the pharmacy) if you order these prescriptions through your insurance plan in 90-day supplies delivered to your door via mail-order
- **Take advantage of any discounts or benefit programs:** Some plans offer health and wellness benefits including discounts on gym memberships, fitness classes, programs to help with specific medical conditions (like diabetes, heart disease or being overweight), or apps to help you track medications. Check your insurance plan's website for more information.

Helpful health information

Why you should have a Primary Care Provider (PCP)

No matter how healthy you are, it's vitally important to have a primary care provider. Here are some reasons why:

- **You'll stay healthier:** Various studies show that people who see a PCP regularly are less likely to be admitted to the hospital or have surgery. They get appropriate preventive care and screenings, such as mammograms and colonoscopies, more routinely—keeping them healthier as they age. If they have chronic conditions like high blood pressure or diabetes, they're better managed. Plus, if there is a health problem, it may be caught earlier—which results in better outcomes.
- **You may save money:** By seeing your PCP regularly, you're more likely to keep health issues like high cholesterol, high blood pressure or asthma under control—potentially helping to avoid expensive interventions or hospitalizations
- **Your care is coordinated:** Your PCP connects you with other providers, such as specialists, ensuring that the right information is shared and nothing is left out or duplicated—and keeps track of what's going on with your care
- **You have a healthcare ally who's got your back:** By establishing a relationship with a PCP with whom you can communicate openly about your health, you have someone who gets to know you, your lifestyle and your health goals, and helps you manage your overall progress
- **You'll save time:** With an established relationship in place, it can help you get care quickly when you get sick—and from someone who knows your medical history and health issues. Sometimes, your PCP can even help address things virtually, over the phone, or via online patient portal messaging.



Recommended screenings

Early detection and regular monitoring are important for effectively treating cancers, controlling chronic conditions like diabetes, and guarding against heart attacks and strokes. That's why regular screening for these and other conditions is recommended.

The following chart outlines recommended adult health screenings by age and gender—but your provider may tailor the timing and frequency of screening tests based on your personal or family medical history.

Ages 18-39	Men	Women
Blood pressure screening	Every 3 years if you're under age 40 with no risk factors, but if you're over 40 or have high blood pressure, diabetes, heart disease, kidney problems or risk factors, an annual screening is recommended	Every 3 years if you're under age 40 with no risk factors, but if you're over 40 or have high blood pressure, diabetes, heart disease, kidney problems or risk factors, an annual screening is recommended
Cholesterol screening	Men over 34, every 5 years. If you have risk factors for heart disease, such as obesity or diabetes, you should be screened earlier.	In healthy women, start at age 45. If you have risk factors for heart disease, such as obesity or diabetes, you should be screened earlier.
Diabetes screening	If you have high blood pressure or are over-weight, you should be screened for diabetes	If you have high blood pressure or are over-weight, you should be screened for diabetes
Infectious diseases	Depending on your lifestyle and medical history, you may need to be screened for sexually transmitted diseases (STDs) including syphilis, chlamydia and HIV	Depending on your lifestyle and medical history, you may need to be screened for sexually transmitted diseases (STDs) including syphilis, chlamydia and HIV
Immunizations	<ul style="list-style-type: none"> After age 19, you should have a tetanus-diphtheria and acellular pertussis (Tdap) vaccine once, and a booster every 10 years Annual flu shot 2 doses of varicella vaccine if you were born after 1980 and never had chickenpox or the varicella vaccine Ask your provider about the human papilloma virus (HPV) vaccine if you are between the ages of 18 and 26 	<ul style="list-style-type: none"> After age 19, you should have a tetanus-diphtheria and acellular pertussis (Tdap) vaccine once, and a booster every 10 years Annual flu shot 2 doses of varicella vaccine if you were born after 1980 and never had chickenpox or the varicella vaccine Ask your provider about the human papilloma virus (HPV) vaccine if you are between the ages of 18 and 26

Ages 18-39	Men	Women
Breast exam/mammogram		<ul style="list-style-type: none"> Screening mammogram is not recommended for most women under age 40 unless you have a family history of breast cancer or other risk factors If you are between 20 and 40, your provider may do a complete breast exam every 3 years
Pelvic exam and Pap smear		<ul style="list-style-type: none"> Beginning at age 21, women should have a pelvic exam and Pap smear every 3 years to screen for cervical cancer If you are over 30 or your Pap smear and HPV test are normal, you only need a Pap smear every 5 years
Skin cancer screening	Full-body skin check to examine for suspicious moles or skin lesions	Full-body skin check to examine for suspicious moles or skin lesions
Ages 40-64	Men	Women
<p>The screenings in the 18-39 age group should continue to be performed annually or as recommended by your physician. In addition:</p>		
Breast exam/mammogram		<ul style="list-style-type: none"> Your provider should perform a complete breast exam as part of your annual preventive exam Women ages 40-49 may have a mammogram every 1-2 years Women ages 50-75 should have a mammogram every 1-2 years depending on their risk factors
Prostate screening	Men age 50 and older should discuss prostate cancer screening with their doctor; African American men and those with family history of prostate cancer should discuss screening at 45	
Colon cancer screening	<ul style="list-style-type: none"> If you are under age 50, you should be screened if you have a strong family history of colon cancer or polyps, or if you have had inflammatory bowel disease If you are between the ages of 50 & 75, you should be screening for colorectal cancer 	<ul style="list-style-type: none"> If you are under age 50, you should be screened if you have a strong family history of colon cancer or polyps, or if you have had inflammatory bowel disease If you are between the ages of 50 & 75, you should be screening for colorectal cancer

Ages 40–64	Men	Women
Osteoporosis screening	<ul style="list-style-type: none"> If you are 50–70 and have risk factors for osteoporosis (long-term steroid use, low body weight, smoking, heavy alcohol use, family history of osteoporosis), you should discuss screening with your doctor 	<ul style="list-style-type: none"> All post-menopausal women with fractures should have a bone density test If you are under age 65 and have risk factors for osteoporosis, you should be screened
Lung cancer	<p>You should be screened for lung cancer annually if you are age 55–80 and:</p> <ul style="list-style-type: none"> Have a 30 pack-year smoking history AND Currently smoke or have quit within the past 15 years 	<p>You should be screened for lung cancer annually if you are age 55–80 and:</p> <ul style="list-style-type: none"> Have a 30 pack-year smoking history AND Currently smoke or have quit within the past 15 years
Immunizations	<ul style="list-style-type: none"> Annual flu shot Ask your physician about a vaccine to reduce pneumonia risk Tetanus booster every 10 years Shingles (herpes zoster) vaccine after age 50 	<ul style="list-style-type: none"> Annual flu shot Ask your physician about a vaccine to reduce pneumonia risk Tetanus booster every 10 years Shingles (herpes zoster) vaccine after age 50
Ages 65 and older	Men	Women
Many of the screenings above should still be completed on a schedule your doctor recommends. In addition:		
Abdominal aortic aneurysm screening	If you are between 65 and 75 and have smoked, you should have an ultrasound to screen for abdominal aortic aneurysms	
Breast exam/mammogram		Talk to your doctor about whether you need a mammogram after age 75
Prostate cancer screening	Most men age 65 or older should discuss screening with their doctor	
Colon cancer screening	<p>Until age 75, we recommend a colonoscopy every 10 years. Please talk to your doctor about this and other options for colorectal cancer screening.</p> <p>You may need more frequent screenings if you have a family or personal history of colon cancer or polyps</p>	<p>Until age 75, we recommend a colonoscopy every 10 years. Please talk to your doctor about this and other options for colorectal cancer screening.</p> <p>You may need more frequent screenings if you have a family or personal history of colon cancer or polyps</p>

Be sure to share any concerns or question you have with your provider, as well as any changes to your health history—this could be critical to the care and screenings your provider recommends.

Telehealth visits

Telehealth visits* allows you to access to your Nuvance Health Medical Practice primary care or specialty care clinician from the comfort of home using your phone, tablet, or computer. It's secure, convenient, and quick!

For more information, please visit us online or call your NHMP medical practice.

*Telehealth visits should not be used for medical emergencies, annual physical exams, or medical conditions that require an in-person medical evaluation.

In a medical emergency

First, know that we are available to you 24/7. Your PCP's office can provide prompt medical attention for conditions that are not an immediate threat to your health.

Importantly, a visit to our practice will typically take less time and result in a lower out-of-pocket expense compared to an emergency room or urgent care center visit.

We reserve same-day appointments for illnesses such as colds, coughs, flu-like symptoms, earaches, headaches, back or joint pain, fevers, sprains and other minor injuries. If these issues occur after hours, please call your PCPC's office, we have a medical team ready to assist you.

Our [urgent care locations](#) in Kingston, Wappinger Falls, and Lagrangeville in New York, are an appropriate option for immediate care needs outside of regular office hours.

When your or a loved one's life or health is at risk, however, the emergency room is the right place to go for care. These situations include:

- Fractures and head injuries
- Unconsciousness
- Severe burns
- Serious injury or bleeding
- Severe breathing difficulties,
- Stroke
- Symptoms of a heart attack

In these cases, call 9-1-1 right away.



If you think you or a loved one is having a heart attack or stroke, call 9-1-1 or seek medical attention *immediately*. Minutes truly matter in these situations.

Here are warning signs to help guide you:

Stroke

Every minute counts, so act **F.A.S.T.**



Face
Drooping



Arm
Weakness



Speech
Difficulty



Time
to call

Heart attack

Warning signs in Men and Women



Most common in women

- Sudden dizziness
- Heartburn-like feeling
- Cold sweat
- Unusual tiredness
- Nausea or vomiting



Most common in men

- Discomfort or tingling in arms, back, neck, shoulder or jaw
- Chest pain
- Shortness of breath

Patient outreach

In order to help you stay healthy, we may reach out to you from time to time via mail, phone, email, or [online patient portal](#) messaging with a reminder about your need for screening or preventive healthcare. Your privacy and communication preferences are important to us, so you may opt in/opt out from this type of outreach at any time.

Services & resources

How to schedule an appointment with us

You may schedule an appointment with us by calling your PCP office or sending us a message via our secure [online patient portal](#).

Medical services and specialties

When you partner with Nuvance Health for your primary care, you have access to a comprehensive range of medical services, including:

- Newborn through geriatric care
- Physical exams for school, sports, camp and travel
- Surgery
- Treatment of work-related injuries
- Inpatient hospital care, including the newborn nurseries
- Diagnostic testing
- Infant to adult immunizations
- Routine ongoing and preventive care
- Chronic care management

In addition, we provide streamlined, carefully coordinated referrals to any specialists you may need to see, including (but not limited to):

- Cancer care
- Cardiology and interventional cardiology
- Dermatology
- Ear, nose and throat (ENT)
- Endocrinology and diabetes
- Gastroenterology
- Nephrology (kidney care)
- Neurology
- Obstetrics and gynecology
- Ophthalmology (eye care)
- Orthopedics
- Physical medicine and rehabilitation
- Psychiatry
- Pulmonary and sleep medicine
- Rheumatology
- Surgical services
- Wound care

Prescription renewals

If you are running low on your medication and there are no remaining refills, please contact your pharmacist *first*. Your pharmacist will then contact your PCP to authorize the prescription renewal. It can take up to 72 hours (3 business days) for routine prescription renewals, so remember to plan ahead and not wait until you are out of medication.

If you have any questions, please send us a message via our secure [online patient portal](#), or call the office weekdays between 8:30 am and 4:30 pm.

Transition of care

Transitional Care Management services available to patients discharged from a hospital or nursing facility. The providers work with you to properly coordinate the continuity of your healthcare from one setting to either another facility or to home.

Controlled substances policy

Death and addiction from controlled medications is a concern nationally and in our community. To assure patient safety, we carefully consider and monitor the prescribing of controlled medications within our practices and have implemented a policy outlining patient and provider expectations. Our goal is to reduce the risk of harm to our patients and our community from the use of controlled medications. Our focus is to provide reliable, effective, quality care where certain health conditions warrant the use of this high-risk group of medications.

The Prescription Monitoring Program (PMP) is a secure online database that is used across the State of Connecticut and New York to improve public health as it relates to controlled medications. Our prescribers are required by law to periodically review their patients' controlled prescription drug history within this database. The PMP helps to avoid adverse drug-related events such as controlled medication overdoses (opioids as one example), drug diversion, and risky substance use.

Nuvance Health uses a controlled medication agreement to help our patients and providers adhere to the above guidelines. Our patients who require chronic controlled medications review and sign this agreement. It provides useful information including the need for random urine drug screening and the need to renew controlled medications through a single provider using the same pharmacy. For patient safety, we do not renew controlled medications after business hours. For new patients transferring care to our practice, the decision to continue medications is made only after our own independent clinical evaluation and a thorough review of medical history. Patients who are prescribed controlled medications will have more frequent visits to evaluate adherence to their treatment plan along with the need for ongoing use of controlled substances. Practice care teams are available to further explain these requirements.

We understand the impact substance abuse disorder has on our patients, their families and our communities. We can provide assistance through our behavioral health network, which includes behavioral health consultants, psychiatry and medication-assisted treatment programs. Our care teams are available to guide patients through the journey of recovery.

After-hours calls

We understand that medical problems don't always occur during regular business hours. That's why we provide 24/7 provider coverage for our patients.

To reach our on-call provider after office hours, simply call the office and our answering service will relay your message. Please note that we are unable to address routine prescription renewals or controlled substance prescriptions after hours.



Lab and imaging locations

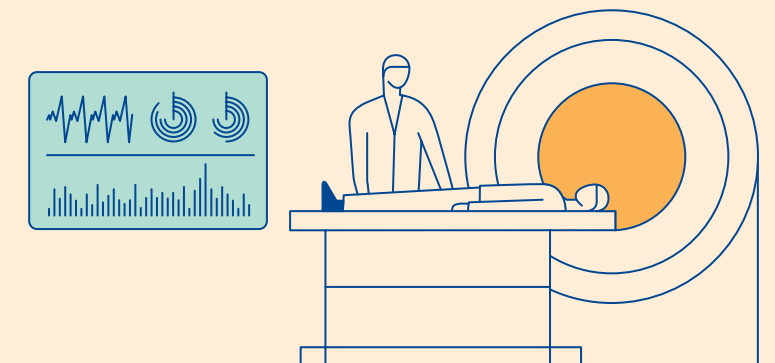
For your convenience, we offer multiple locations for lab work and diagnostic imaging:

View lab locations in:

- Brookfield, CT
- Carmel, NY
- Danbury, CT
- Kingston, NY
- New Milford, CT
- Norwalk, CT
- Poughkeepsie, NY
- Rhinebeck, NY
- Ridgefield, CT
- Sharon, CT
- Southbury, CT
- Westport, CT

View imaging and radiology locations in:

- Carmel, NY
- Danbury, CT
- Fishkill, NY
- New Milford, CT
- Norwalk, CT
- Poughkeepsie, NY
- Ridgefield, CT
- Sharon, CT
- Westport, CT



Important phone numbers

Danbury Hospital Main Number

(203) 739-7000
TTY/Accessibility (203) 739-7788

Danbury Hospital Emergency Department

(203) 739-7100
24-hour emergency and trauma care
(Accredited Level II Trauma Center)

New Milford Hospital Main Number

(860) 210-5000
TTY/Accessibility (860) 350-7358

Northern Dutchess Hospital

(845) 876-3001
TTY/Accessibility 1-800-421-1220

**Northern Dutchess Hospital
Emergency Department**

(845) 876-3001
TTY/Accessibility 1-800-421-1220

Norwalk Hospital Main Number

(203) 852-2000
TTY/Accessibility (203) 855-3578

Norwalk Hospital Emergency Department

(203) 852-2000
24-hour emergency and trauma care
(Accredited Level II Trauma Center)

Putnam Hospital Emergency Department

(845) 279-5711
TTY/Accessibility 1-800-421-1220

Sharon Hospital Emergency Department

(860) 364-4000
TTY/Accessibility 1-800-842-9710

**Vassar Brothers Medical Center
Emergency Department**

(845) 454-8500
TTY/Accessibility 1-800-421-1220

Crisis Intervention Ann's Place

(203) 790-6568
Home of I Can-Cancer Support
Website: annsplace.org

Western Connecticut Home Care, Danbury

(203) 792-4120

Child Abuse Emergency/24 Hours

1-800-842-2288
To report child neglect, abuse or suspicion of either
Sponsored by Connecticut Department of Children
& Youth Services

NY Child Protection Services

1-800-342-3720

NYS Growing Up Hotline

1-800-522-5006

Domestic Violence

(203) 731-5206

National Domestic Violence

1-800-799-7233/Open 24 hours

National Domestic Violence

1-800-799-7233/Open 24 hours

NYS Adult Protective Services

1-844-697-3505

CT Poison Control

1-800-343-2722

NYS Poison Control Center

1-800-222-1222/Open 24 hours

Sexual Assault Against Women

(203) 731-5204
Phone counseling, advocacy at hospital
or police station

Crisis Hotline 24/7

1-888-447-3339

NYS Suicide and Crisis Hotline

1-800-273-8255

NYS Smoking Cessation Hotline

1-866-697-8487

Mobile Mental Health Unit

1-844-277-4820

Catholic Charities Helpline

1-888-744-7900

**CT Protective Services for the
Elderly Program**

1-888-385-4225

**Friendship line
(60+ crisis)**

1-800-971-0016

NYS Office of Aging

1-518-473-2847



Using the online patient portal

With our [online patient portal](#), you have secure, around-the-clock access to your health information and a convenient way to contact us via your computer, tablet or smartphone—wherever you are. Through the portal, you can:

- Request prescription renewals
- Request an appointment with your PCP
- View test results
- Update your personal health information
- Exchange secure messages with us
- Review billing statements and pay your bill by credit card
- View educational content

To sign up to use the online patient portal, please ask us at your next visit and our staff will be happy to help you.