PPNCNY: Your Medical Home

The providers and staff at PPNCNY are happy you have chosen us for your health care needs. We are excited to follow a Patient Centered Medical Home (PCMH) model of care in both our Family Planning clinics as well as our new Primary Care services. As many of you are not accustomed to the PCMH model, we would like to take this opportunity to introduce you to all we will do.

Your medical home will ensure that all of your health care needs are met. Our providers consist of physician extenders (PA’s and NP’s) who keep up with all of the latest evidence-based medicine and work directly with physicians who are board certified in Family Medicine and OB/Gyn. All of our providers will focus on your comprehensive family planning needs as well as preventive care to keep you healthy. They are also trained to manage many chronic and acute medical conditions. If your provider feels the input from a specialist is necessary, your medical home team will coordinate the consult and ongoing treatment. Should you have concerns or problems after hours we are available to help guide you; you can reach the on-call provider after hours at: 518-574-3157.

We recognize that mental health plays a vital role in patients’ over all wellbeing. Patients are encouraged to address their psychological and mental health issues, personal stressors or concerns with their provider. This will help identify potential barriers to treatment and your care team can facilitate mental health referrals or provide community resources to ensure patients get the best care possible.

Routine Health Maintenance plays a vital role in the Medical Home. We encourage all patients to be seen at least annually. Please keep regularly scheduled appointments to maintain status as an active patient within the practice. It is important you make your provider aware of all changes in your health and wellness and provide us with comprehensive historical information so that we can provide the best care possible. The staff will use this information to help provide education and self-management support for you.

Whether you will be with us for only a few years or a lifetime we look forward to providing you with a Medical Home. We value input from our patients and will conduct surveys on a regular basis to ensure we are meeting your needs. In the meantime, if you have anything to say about your medical home please feel free to provide feedback and leave it in the “Comments Box” in the waiting room! You can also complete the patient survey that will be sent to you either through email or text.

Once again, welcome to Planned Parenthood of the North Country, New York!

Sincerely,

Your Medical Home Staff and Providers