

## WHAT CAN YOU EXPECT FROM A MEDICAL HOME?

### Personal physician

You will have an ongoing relationship with your personal clinician. The clinician will provide continuous care and lead the staff members to take responsibility for your continuous care.

### Whole person orientation

We are responsible for helping you fulfill all of your health care needs across multiple settings such as: specialists, hospitals, and behavioral health facilities.

### Coordinated / integrated care

We use technology and enhanced communication to assure that you get the recommended care when and where you need it. We work in a culturally and linguistically appropriate manner so that you feel more empowered to help us care for you.

### Comprehensive patient care

We ask you to provide us with the most up-to-date information on: your current medications, personal/family history, health status, test results, self-care information and medical records from hospitals/ERs, urgenters and other clinicians you may have seen.

### Quality and safety

We use methods that are based on scientific research (evidence-based medicine) to provide you with the most advanced treatment. Patients and families can expect our support for self-management of their health care needs. This includes the use of educational resources, self-management tools and medical literature regardless of your source of payment.

**Same-Day Appointments Available**

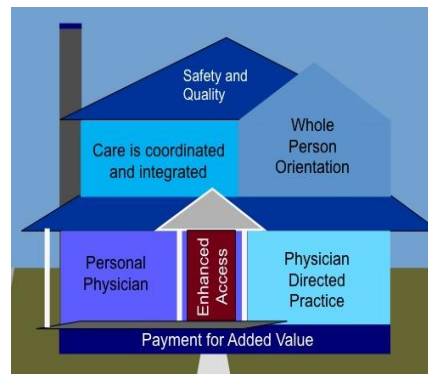
## WHAT IS A PATIENT-CENTERED MEDICAL HOME?

"The Patient-Centered Medical Home is a way of organizing primary care that emphasizes care coordination and communication to transform primary care into "what patients want it to be." Medical homes can lead to higher quality and lower costs, and can improve patients' and providers' experience of care. NCQA Patient-Centered Medical Home (PCMH) Recognition is the most widely-used way to transform primary care practices into medical homes".

**NCQA, 2014**

### THESE ARE THE GOALS OF OUR MEDICAL HOME:

- ✓ You are able to get an appointment as soon as you need it.
- ✓ Receptionists and clerical staff are helpful, friendly, and respectful.
- ✓ You do not wait more than you should once you are in the office.
- ✓ Nursing staff are skillful, helpful, and respectful.
- ✓ The clinician is skillful and helpful.
- ✓ The clinician communicates well that we all care about you.
- ✓ You are confident that you can take care of and control most of your health problems.
- ✓ When you call the office for advice or help, you get it without difficulty.
- ✓ You receive exactly the care that you need exactly when you need it.



**Brentwood Pediatric & Adolescent Associates, P.C.**

**Dr. Juan C. Espinoza  
Dr. Mayra E. Nadal  
Dr. Michael Lee  
Dr. Anyelina De La Cruz  
Elizabeth A. Sill, CPNP  
Pegah Moosazadeh, PA-C**

### **Practice Location:**

1464 Fifth Avenue  
Bay Shore, NY 11706

Phone: (631) 231-5070

Fax: (631) 435-3288

### **Hours of operation**

MON - FRI: 9 AM – 5 PM

SAT: 8 AM – 12 PM

### **Patient portal:**

URL: <https://health.healow.com/BPAA>

**Hablamos Español, 한국어 합니다**

## HEALTH INSURANCES ACCEPTED

1199, Aetna, Affinity Health Plan, Care Connect, Empire BC/BS, Fidelis Care, Healthfirst, Magna Care, Medicaid NY, Oxford Freedom, UnitedHealthcare, UnitedHealthcare Community Plan, UMR

**INQUIRE WITHIN IF YOU DO NOT  
SEE YOUR INSURANCE LISTED**



**NO INSURANCE???**  
**NO PROBLEM!!!**

If you are uninsured, please ask us how to obtain affordable health insurance coverage.

## BEHAVIORAL HEALTH CARE NEEDS

It is important to us to meet your mental health and substance abuse treatment needs. For this reason, we conduct screenings and collect mental health and drug/alcohol use history of the patient and family. This way, we determine if you would benefit from referrals for treatment. Our referral process is as follows: We refer to local community resources and mental health providers.



## PATIENT-CENTERED MEDICAL HOME

### OUR CLINICAL TEAM

Dr. Juan C. Espinoza  
Dr. Mayra E. Nadal  
Dr. Michael Lee  
Dr. Anyelina De La Cruz  
Elizabeth A. Sill, CPNP  
Pegah Moosazadeh, PA-C  
Jennifer Berrios, LPN

### TESTS AND PROCEDURES

Yearly physical exams, immunizations, urine testing, vision and hearing screenings, strep throat testing, asthma evaluations and testing.

### TRANSFERRING YOUR MEDICAL RECORDS TO THE PRACTICE

Our staff will help migrate your medical records from your previous health care provider. We will identify a contact person to help coordinate the transition and follow up with until your records are received.



### AFTER-HOUR SERVICES

Our facilities offer extended office hours throughout the week and on the weekends. However, **if you need to speak to one of our providers when the office is closed, you may contact our after-hour answering service at our main number:**

**(631) 231-5070**

### CARE OUTSIDE OUR PRACTICE

Please inform us if you sought services from an urgent-center, walk-in clinic, hospital or other providers. We would like to maintain your most up-to-date medical information to provide you with the best care possible.

