



HOURS OF OPERATION at 360 SNEDMER AVENUE
HORAS DE OPERACION

Registration opens 20 minutes prior to the appointment. Patients must arrive 15 minutes prior to the appointment. Última apertura de registro es 20 minutos antes de la hora de la cita. Los pacientes deben llegar 15 minutos antes de la hora de la cita.

Weekday (Monday - Friday)	Wednesday	Thursday	Friday
8:30 AM - 4:30 PM	8:30 AM - 4:30 PM	8:30 AM - 4:30 PM	8:30 AM - 4:30 PM
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SATURDAY
BMS@ 360 IS OPEN EVERY SATURDAY

We are always available by phone. Siempre estamos disponible por teléfono. If you have a medical emergency, call 911. En caso de emergencia p...

Additional Services/Cl

- Pulmonology (Respiratory Care)
- Psychiatry/Psychology
- HIV Counseling & Testing
- Dental
- Prenatal Care Asistate Program
- Customary Eye Care
- Cardiology (Heart Care)
- Gastroenterology (Digestive Care)
- Podiatry (Foot Care)
- Nephrology (Kidney Care)
- BMS Life and Wellness

Brooklyn, NY 11212
718-445-8166
BMS@ 360
650 Ashford Street
Brooklyn, NY 11207
BMS DENTAL @ BMS@ 360
330 Hindside Avenue
Brooklyn, NY 11207
COMING SOON
BMS@ 360.ORG

YOUR PATIENT CENTERED MEDICAL HOME

The Best Health Care Possible

Thank you for choosing me as your primary care provider. My staff and I are committed to providing the best health care possible for you. That's why we've embarked on a powerful new effort focused on giving you the best care at all times, even when you're not in our office. To help us do that, we've adopted a proven framework called the patient-centered medical home.



Patient-centered

Patient-centered means you will be surrounded by a dedicated team of health professionals working together to meet all of your individual health care needs.

As your primary care provider, I'm the most familiar with your health as a whole and will lead your team. The rest of the team includes other health care providers you already see or may need to see to maintain your optimal health.

Medical Home

Your team will be able to keep up with your health status at all times and will use technology like electronic medical records to communicate with each other and coordinate your care. When you get a lab test, for instance, everyone on the team will have access to the results.

Instead of finding out what's going on with your health when you go in for an appointment, all of your team members will be on the same page all the time.

That level of familiarity is what *medical home* is meant to convey – we want you to feel “at home” with your health care. But we're not the only ones who are committed to staying on top of your health.

JOIN THE TEAM

Ultimately, we want to help you take responsibility for your health. You are the most important part of your health care team. I can only make recommendations; the power to decide if you will follow them is yours. So as part of your health care team, I hope you will share the team's goal: to give yourself the best care possible. It's not difficult, but it is important. Here are some things you can do:

- Communicate with all the members of your care team about your health and needs.
- Share any updates on medications, dietary supplements, or remedies you're using, and any questions you may have about them when you come for a visit.
- Tell us when you see another health care provider so we can add them to your team and help coordinate your care.
- Do your best to keep scheduled appointments or, if you can't, call to reschedule or cancel as early as possible.
- Feel free to ask questions about your care, tell us when you don't understand something, and ask for information about how to stay as healthy as possible.
- Work with us to develop and follow a plan that's best for your health.
- Let us know if you do not receive your test results within two weeks.
- Contact us after hours if you feel your issue cannot wait until the next day.
- Feel comfortable working with members of your extended care team who I have asked to contact you for health and wellness coaching, education, and advice.
- Offer any feedback you might have to help us improve our care.

OUR ROLES IN WORKING TOGETHER

As your primary care provider, I will:

Learn about you, your family, life situation, and health goals and preferences. I will remember these and your health history every time you seek care and suggest treatments that make sense for you.

Take care of any short-term illness, long-term chronic disease, and your all-around well-being.

Keep you up-to-date on all your vaccines and preventive screening tests.

Connect you with other members of your care team (specialists, health coaches, etc.) and coordinate your care with them as your health needs change.

Be available to you after hours for your urgent needs.

Notify you of test results in a timely manner.

Communicate clearly with you so you understand your condition(s) and all your options.

Listen to your questions and feelings. I will respond promptly to you – and your calls – in a way you understand.

Help you make the best decisions for your care.

Give you information about classes, support groups, or other services that can help you learn more about your condition and stay healthy.

WE TRUST YOU, AS OUR PATIENT, TO:

Know that you are a full partner with us in your care.

Come to each visit with any updates on medications, dietary supplements, or remedies you're using, and questions you may have.

Let us know when you see other health care providers so we can help coordinate the best care for you.

Keep scheduled appointments or call to reschedule or cancel as early as possible.

Understand your health condition: ask questions about your care and tell us when you don't understand something.

Learn about your condition(s) and what you can do to stay as healthy as possible.

Follow the plan that we have agreed is best for your health.

Take medications as prescribed.

Call if you do not receive your test results within two weeks.

Contact us after hours only if your issue cannot wait until the next work day.

If possible, contact us before going to the emergency room so someone who knows your medical history can care for you.

Agree that all health care providers in my care team will receive all information related to your health care.

Learn about your health insurance coverage and contact HMSA if you have any questions about your benefits.

Pay your share of any fees.

Give us feedback to help us improve our care for you.