

## Valley View Family Practice Associates

Valley View Family Practice is **Your Patient-Centered Medical Home**, and we appreciate you choosing us as your primary healthcare team. We are committed to providing you with comprehensive, coordinated high quality care. To help us do that, we have adopted a model of healthcare delivery called the Patient-Centered Medical Home.

**What is a Patient-Centered Medical Home?** A Patient-Centered Medical Home is a system of care in which a team of health professionals works together with you, the patient, (and where appropriate, your family) to provide you with the best possible health outcomes. Your primary care provider leads the care team which may include nurses, receptionists, secretaries, specialists and other health care professionals.

## Valley View Family Practice

### Care During Office Hours

213 State Route 245  
Rushville, NY 14544  
Phone: 585-554-3119  
Fax: 585-554-3323  
Hours: Monday - Friday 9:00 a.m. to 5:00 p.m.

4638 State Route 245  
Gorham, NY 14461  
Phone: 585-554-3119  
Fax: 585-554-526-5750

Hours: Monday - Friday 9:00 a.m. to 5:00 p.m.

198 Parrish Street  
Canandaigua, NY 14424  
Phone: 585-394-4920  
Fax: 585-394-9089  
Hours: Monday 9:00 a.m.—5:00 p.m.  
Closed Tuesdays  
Wednesday—Friday 9:00 a.m.—5:00 p.m.

web: [valleyviewfamilypractice.com](http://valleyviewfamilypractice.com)

### **After-Hours Care** Night and Weekend Care

For after-hours questions that cannot wait until regular office hours, simply call the office number.

**Rushville & Gorham: 585-554-3119**

**Canandaigua: 585-394-4920**

Call the number where you typically see your provider, and instructions will guide you to the physician On-Call. In an EMERGENCY CALL 911.

A doctor is always On-Call and available after hours. Our doctors share night and weekend call with the three Family Practice Physicians of Naples Valley Family Practice: Dr. Jeffrey Long, Dr. James P. Fennelly, and Dr. Cynthia Teerlink. On Saturdays, acute medical problems are seen in the morning by the on-call doctor, in the office. Please call before 10:00 a.m. if you would like to be seen that morning.



## Valley View Family Practice

### Your Patient-Centered Medical Home

John J. D'Amore, M.D.  
Geoffrey P. Ostrander, M.D.  
Robert J. Ostrander, M.D.  
Donna J. Schue, M.D.  
Christine E. Rose, R-PAC  
Kathleen M. Hoven, RN, BSN

*Our philosophy here at Valley View Family Practice is that every aspect of your medical care should be as personal and customized as possible.*

## How does a Patient-Centered Medical Home benefit me?

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### In a medical home, your care team:

- ◆ Is available when you need us. We will tell you when our office hours are and how to get clinical advice 24/7, during and after hours.
- ◆ Strives to know you and your health history so we can suggest treatment options that are optimal for your health.
- ◆ Will focus on preventive care to keep you as healthy as possible.
- ◆ Makes sure that you understand your condition(s) and how to best take care of yourself. We help you understand your care options and help you make decisions about your care.
- ◆ Help you coordinate your health care across the health care system, make appointments, and provide necessary health information to any specialists caring for you.
- ◆ Uses technology to share records to help eliminate duplicate testing and make sure that all your health records are maintained in one place.

## Getting the most from your Medical Home

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### Your Care Team Will

#### 1. Become Familiar with Your Health

- ◆ We care for each of you as an individual and evaluate any possible aspects of your life which may affect your health and well-being. We will update your records with you each time you have an appointment, or you can update parts of your health record through the confidential Patient Portal.
- ◆ We will listen to your questions and concerns and treat you as a full partner in your care.

#### 2. Communicate With You.

- ◆ Clearly explain your health situation and make sure you are aware of all the options for your care.
- ◆ Give you time to ask questions and answer them in a way you understand.
- ◆ Help you make the best decision for your care.
- ◆ Ask you for feedback about your patient experience and how we can better serve your healthcare needs.
- ◆ Provide you with the information you need to obtain care and clinical advice during office hours and when the office is closed.
- ◆ Clearly identify the specific roles of the various members of your healthcare team.

#### 3. Provide Access to Evidence-Based care and self-management support.

- ◆ Provide treatment and recommend preventive services based on evidence-based guidelines for care facilitated by electronic medical records.
- ◆ Help you set goals for your care and support you in meeting these goals every step of the way as necessary.
- ◆ Give you information to help educate you about your condition and ways to stay healthy including providing you with information about community support groups and services.
- ◆ Coordinate your care across multiple settings and with any specialists.

## What You Can Do

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### 1. Be in charge of your health.

- ◆ Know that you are a full partner in your care.
- ◆ Learn about your health situation and what you can do to stay as healthy as possible.
- ◆ Understand that your lifestyle choices affect your personal health.
- ◆ Understand your financial obligations related to your health.

### 2. Participate in your care.

- ◆ Follow the plan that you and your medical team have agreed is the best for your health.
- ◆ Help us to identify any barriers you may have in following your treatment plan.
- ◆ Take medications as prescribed or let us know why you are unable to do so.
- ◆ Keep scheduled appointments or reschedule if a conflict arises.

### 3. Communicate with your care team.

- ◆ Ask any questions that you may have about your care and be certain you get the answers that you need.
- ◆ Bring a list of all medications, herbal supplements and vitamins you are taking to your appointment.
- ◆ Always tell your medical home team if you get care from other health professionals (including hospitalizations) so that we can best coordinate your care.
- ◆ Tell us if there is any change in your health or well-being since your last visit.

***Always speak openly of your experience with your care team so we can provide you the best possible care.***