

EXPERT CARE Right Here

A HIGHER LEVEL OF PRIMARY CARE. RIGHT HERE IN QUEENS.

At New York Hospital Queens, your health is our top priority. We have primary care physicians who can help manage your health and guide you through the healthcare system. Finding a primary care physician with the right expertise is important. At New York Hospital Queens, we can help you find one you can trust — right here in your own backyard.

HEAD-TO-TOE CARE

What does a primary care physician offer?



Domenick Acquista, M.D.

primary care physician is your main health care provider and may also be referred to as an internist, general physician or family practitioner. You can expect this physician to provide preventative care and long-term treatment of many medical conditions. A primary care physician can also provide referrals to specialists who manage complex medical conditions and perform surgical procedures.

MAINTAIN YOUR HEALTH WITH ROUTINE CARE

A key benefit of seeing your primary care doctor regularly is maintaining your health. In an annual exam, called a physical or checkup, your doctor can monitor you for signs of health problems. Many problems are treated more easily when detected early. An annual exam may also prevent an unnecessary visit to the emergency room. "Many times, people do not see a doctor until their condition has worsened and requires emergency care. But why wait when a primary care physician may be able to help now and stop the problem from getting worse?" says Domenick Acquista, M.D., attending physician, Medicine, at New York Hospital Queens.

Your primary care physician will evaluate your risk for heart disease, diabetes, cancer and other conditions. He or she can

NEED A DOCTOR?

We can help you find a primary care physician who's right for you. Call us at 800-282-6684 or visit nyhq.org/find-a-doctor-queens.



review your lifestyle, family history and risk factors. Lifestyle changes, medications or screening tests might be recommended based on your unique circumstances. Talk to your doctor and your insurance provider about how often you should receive an evaluation and how often you should be screened.

FINDING THE RIGHT DOCTOR FOR YOU

There are several factors to consider when determining who the right primary care doctor is for you. Finding someone who is accessible is important. "A good match is often someone local, where it is easy to get to his or her office," says Dr. Acquista.

You may also want someone who:

- Speaks your preferred language
- Is your gender
- Is easy to talk to about your concerns
- Is affiliated with a high quality hospital that offers an array of services, including complex surgery
- Accepts your insurance
- Has office hours that work with your schedule

PARTNERING WITH YOUR DOCTOR

You may have heard about "partnering" with your doctor, but what does that mean? It means that when you have an appointment with your doctor, you should:

- Come prepared with questions and concerns
- Bring an updated list of your medications
- Feel comfortable communicating about personal issues
- Ask for explaination of medical terms in ways that you understand
- Follow up if you require another appointment



WHEN TO SEE A SPECIALIST

Managing more complex medical conditions

t your annual exam, or when you have symptoms that require a visit to the doctor's office, your primary care physician can assess you for any changes in your health over time and for medical health conditions that may have appeared. Once you are assessed, your primary care physician may refer you to a specialist. A specialist focuses on treating a particular system, organ or disease.

For example, your primary care physician may recommend that you take a cardiac

stress test. Based on your results, you may be referred to a cardiologist.

When you see a specialist, your primary care physician stays involved in your care. Recorded notes from your visits with other doctors are on a centralized electronic health records system. Results of scans and other tests are also available for your primary care doctor to view. In addition, he or she can answer questions or concerns about medication interactions or the effects of multiple medical conditions.

Find a Physician

On January 1, 2014, insurance policies and Medicaid expansion, facilitated via the health exchange known as New York State of Health, went into effect. If you or someone you know is newly insured and needs to find a primary care physician or specialist, call 800-282-6684 or visit nyhq.org/ find-a-doctor-queens. NYHQ is prepared to deliver a higher level of care that can improve the health and well-being of many newly eligible people—right here in Queens.

NYHQ Patient Portal

You may have heard about the electronic health record (EHR). The EHR is a secure and private digital documentation of a patient's health information generated by the use of a hospital or a physician's office. NYHQ has an EHR system in place. That means our patients can easily access discharge instructions, problem lists, medications, recent lab results and information about allergies and immunizations online, via a patient portal.

NYHQ has online patient portals for patients who were:

- Admitted to NYHQ or received care in our Emergency Room
- Seen by a physician whose office provided a user name and password for an NYHQ patient portal

These portals can be accessed via a secure website: **nyhq.org/patient_portal**.

Our patients can register for one or both of the patient portals (depending on where they received medical care) in order to view, print or transfer information to a physician. Registration instructions must be followed carefully. To make registration easy, provide an email address when registering as a patient at NYHQ, or at a physician's office that provides access to NYHQ's patient portal.

Get Your Tests

At your exam, your physician will recommend certain tests

There are times when your body shows signs that something is wrong and it's obvious you need help. For example, when you twist your ankle, it swells and starts to hurt. However, there could be other health issues going on in your body, with symptoms that are not obvious, that could be harming you, like high blood pressure or high cholesterol.

As you age, certain tests are recommended by your physician and may be covered by insurance. A few examples include:

- Blood pressure test to monitor your risk of heart disease
- Cholesterol test, starting at age 35, or sooner, if you have other health issues such as diabetes or high blood pressure that increase your risk of heart disease
- Blood glucose (A1c) test, starting at age 45, or earlier if you have risk factors for or a family history of diabetes
- Body mass index (BMI) measurement, used to screen for obesity, which measures your body fat based on your height and weight
- Colorectal cancer screenings are recommended starting at age 50, or earlier if you have risk factors or a family history
- An abdominal aortic aneurysm screening, if you're between the ages of 65 and 75, and you have ever smoked (100 or more cigarettes in your lifetime), to check for an abnormally large or swollen blood vessel in your abdomen
- Testicular and breast exams for men should be performed monthly by self-exam and by a doctor at their evaluation to feel for testicular and breast growths
- Clinical breast exam for women should be performed by a physician at their evaluation starting at age 20; women are advised to conduct a monthly self-exams of each breast to feel for lumps
- Mammogram (an X-ray of the breasts) for women starting at age 40, or earlier if you have risk factors or a family history, to check for signs of breast disease

YOUR AGE MAY **DETERMINE THE TYPE** OF DOCTOR YOU NEED

Find the right doctor for each phase of your life

Ambrose Pipia, M.D., attending physician, Medicine, New York Hospital Queens (who specializes in Family Medicine) says, "At different phases in your life, you may choose to see a physician who can meet your changing health care needs at a particular age:"

- From birth through age 21, you may see a pediatrician
- · From your teenage years and into adulthood, you may see a family practitioner
- At age 18 (when you become a legal adult) and older, you may choose to see a primary care physician or internist
- During childbearing years, women should also see an obstetrician/gynecologist



 Men and women age 65 and older may consult with a geriatrician if coping with several diseases and geriatric syndromes (including memory loss, falling, and osteoporosis)

Need help finding the right doctor for you? Call us at 800-282-6684 or visit nyhq.org/find-a-doctor-queens.

Ambrose Pipia, M.D.



Urgent Care Available 24/7

When your doctor's office is closed, you can still find medical help right in your own backyard. Right here, at New York Hospital Queens, our Urgent Care services for adults and children can help you feel better fast, when:

- It is not an emergency
- Your regular doctor is not available
- You don't have a regular doctor, and would like a referral to a NYHQ physician

Open 24 hours a day, seven days a week, enter through **Emergency Department** doors and ask for Urgent Care. Most insurance providers are accepted, including Medicare and Medicaid plans. In case of emergency, call 911 and go to the nearest hospital emergency room.

New York Hospital Medical Center of Queens 56-45 Main Street Flushing, NY 11355





Where You Can Find NYHQ Primary Care Services

New York Hospital Queens continues to increase access to primary care across the borough. You can find the expert care you need—right here where you live and work:

AMBULATORY CARE CENTER

182-15 Horace Harding Expressway Fresh Meadows, N.Y. 718-670-2903

BAYSIDE PRIMARY CARE

44-02 Francis Lewis Blvd., Suite A Bayside, N.Y. 718-631-0500

• FAMILY HEALTH CENTER

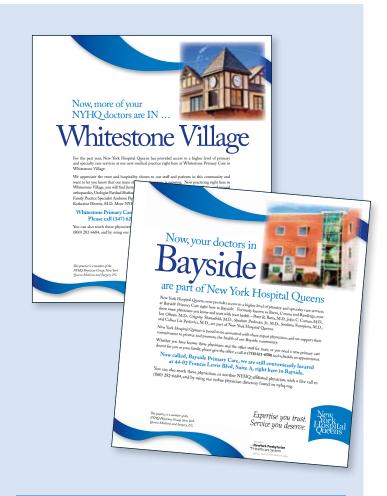
136-56 39th Ave. Flushing, N.Y 718-886-7014

JACKSON HEIGHTS FAMILY HEALTH CENTER

73-15 Northern Blvd. Jackson Heights, N.Y. 718-424-2788

WHITESTONE PRIMARY CARE

14-02 150th St. Whitestone Village, N.Y. 347-625-6221



VISIT THE LOCATION NEAREST YOU

NYHQ has more than two dozen facilities and practices across the borough that offer a variety of primary and specialty care services to the community for adults and children. For more information, go to nyhq.org/services_and_facilities.

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