

Harvey R. Gross, MD, PC

370 Grand Avenue, Suite 102, Englewood, NJ 07631
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Our Doctors:

Harvey R. Gross, MD, FAAFP

Board Certified in Family and Geriatric Medicine

Sheng Ye, MD

Internal Medicine

Alicia Skarimbass, MD

Board Certified Family Practice

Alexey Volokhov, MD

Board Certified in Internal Medicine

Eddie Kasing Ho, MD

Board Certified Internal Medicine

Michael Loewinger, MD

Internal Medicine

Steven F. Frier, MD, MPH

Board Certified in Internal Medicine
and Nephrology

Jerald R. Zimmerman, MD, FAAPMR

Board Certified in Physical Medicine and Rehabilitation

Our Care Coordinators:

Anabela Oliveira, RN

Christine Young, RN

Our Pharmacist:

Anna Park, Pharm. D.

Our Nutritionists:

Hermine Kessler, RD, CDE

Service Hours:

Monday – Thursday: 8:30 AM – 6:30 PM

Friday: 8:30 AM – 4:30 PM

After Hours:

Please call our office and speak to our answering service
201 567 3370

Web site: www.primarycarenj.com

Patient Portal: mychart.EnglewoodHealth.org

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WELCOME TO OUR PATIENT-CENTERED MEDICAL HOME

Patient Guidebook



What is a Patient-Centered Medical Home?

A **Patient-Centered Medical Home** is a system of care in which a team of health professionals work together to provide all of your health care needs. We use technology such as electronic medical records to communicate and coordinate your care and provide the best possible outcomes for you.

You, the patient, are the most important part of a Patient-Centered Medical Home. When you take an active role in your health and work closely with us, you can be sure that you're getting the care you need.

The Patient Portal allows you to:

View Medical information such as:

- Lab results
- Immunization records
- Medications

Send and receive secure, **NON-URGENT** messages to and from your physician's office on a variety of topics including:

- Prescription refills
- Appointment requests
- Referral requests
- Update personal information
- Send files to your physician
- General questions
- View your billing statements
- Make a payment (you can make a secure credit card payment)

Access online patient forms that you can fill out and send to us prior to your appointment.

- Auto Accident Intake form
- New Patient Enrollment Form
- New Patient Medical History Form
- Follow Up Visit Form
- Pre-Visit Medical History Questionnaire

You are now able to access your records on the web through our secure Patient Portal site

at mychart.inglewoodhealth.org

or

through a link from our web site

at www.primarycarenj.com

Convenient Online Access

With your busy schedule, it can be hard to stay on top of your health care or your family's health care - even though it's the most important thing of all. Our online patient portal allows you to communicate with us easily and securely.

Using your own username and secure password (that you will have to create), you can log into the online patient portal 24 hours a day, 7 days a week from the comfort and privacy of your home or office.

How do you get the most from a patient-centered medical home?

WHAT YOU CAN DO:

1. Be in charge of your health

- Know that you are a full partner in your care.
- Understand your health situation and ask questions about your care.
- Learn about your condition and what you can do to stay as healthy as possible.

2. Participate in your care

- Follow the plan that you and we have agreed is best for your health.
- Take medications as prescribed.
- Keep scheduled appointments and attend follow-up visits when necessary.

3. Communicate with your care team

- Tell us when you don't understand something we said or ask us to explain it in a different way.
- Tell us if you get care from other health professionals so we can help coordinate the best care possible.
- Tell us about any changes in your health or well-being.

Who is on the patient-centered medical home care team?

Your primary care provider lead your care team, which may include specialized doctors, nurses, health educators, and other health care professionals such as pharmacists or physical therapists. Our team acts as “coaches” who help you get healthy, stay healthy, and get the care and services that are right for you. You, of course, are at the center of your care team.

How does a patient-centered medical home benefit me?

In a patient-centered medical home, we:

- **Are available when you need us.**
You can communicate with us easily and efficiently and get appointments quickly.
- **Know you and your health history.**
We know about your personal or family situation and can suggest treatment options that make sense for you.
- **Help you understand your condition(s) and how to take care of yourself.**
We explain your options and help you make decisions about your care.
- **Help you coordinate your health care** – even if we are not the ones giving you the care.
We will help you find specialists, get appointments, and make sure specialists have the information they need to care for you.
- **Use technology** such as electronic medical records and share records to help prevent medical errors and make sure that we are always on the same page.
- **We use evidence based guidelines to manage the acute and chronic care of our patients**

YOUR CARE TEAM WILL:

1. Get to know you

- ✦ Learn about you, your family, your life situation, and preferences. We will update your records every time you seek care and suggest treatments that make sense for you.
- ✦ Listen to your questions and feelings and treat you as a full partner in your care.

2. Communicate with you

- ✦ Explain your health situation clearly and make sure you know all your options for care.
- ✦ Give you time to ask questions and answer them in a way you understand.
- ✦ Help you make the best decision for your care.

3. Support you

- ✦ Help you set goals for your care and help you meet these goals every step of the way.
- ✦ Give you information about classes, support groups or other services that can help you learn more about your condition and stay healthy.
- ✦ Send you to trusted experts when necessary.