

*Welcome to Al Afiyah Medical Care, your new medical home!*

The Patient-Centered Medical Home is a team-based approach to providing comprehensive medical care. Al Afiyah is a health care setting that facilitates a partnership between the patient and their Primary Care Physician, educating and supporting the patient's active participation in the care they receive, helping them make healthy lifestyle choices. Your Care Team includes **YOU**.

We understand that having a Primary Care Physician that knows you, your history, and family history is important to maintaining your health. The PCP can provide screenings you need to identify and treat minor problems before they become major problems, treating the patient as a whole person. A PCP can provide options for conditions that may not truly require emergency care or recommend a specialist to meet your health care needs. Your PCP will become your central point of contact coordinating information between specialists and other health care providers.

Our Patient Registration Forms are available at [www.afiyahmedical.org](http://www.afiyahmedical.org) under “Patient”. You will want to complete the standard Medical Release form and send it to your previous health care providers as soon as possible. Please complete ALL of the forms either via the portal, printing and completing or at the Kiosk at our office before your first appointment. If you wish, you may also mail or drop off your completed packet prior to your appointment or email at [info@afiyahmedical.org](mailto:info@afiyahmedical.org). We do ask that you plan to arrive 15 minutes prior to your appointment time so that we may complete the registration process and prepare your electronic chart.

**Care coordination and Referrals:** As your Medical Home, we coordinate care with your other health care providers. The recommended specialist's office may contact you directly to schedule an appointment. If you have received referral and have not been contacted or your referral requires a prior-authorization from your insurance carrier, please let us know. It is important to let us know when you have received care outside of our practice. This allows us to obtain health information from other providers so that your Primary Care Physician has an accurate representation of your health status each time he/she sees you. This information is collected as part of the new patient registration process; however, you may have seen another physician since your first visit. A Medical Release Form can be completed at any time. You may choose to fax the request directly to your other physician or complete the form in the office and we can fax it for you. Please include the name of the Physician you have seen and a telephone or fax number. Our office **fax number is (718) 360-4810**. If you have any questions about obtaining copies of medical records from outside our practice, please contact one of our friendly front office staff members at **(718) 360-4843**.



**Messaging:** Although we would like to answer each phone call personally, it is sometimes impossible to do so. In order to accommodate all of our patients, we use a voicemail system and by leaving a complete message, your concern will be attended to as quickly as possible. When leaving a message, please speak clearly and leave your complete name, date of birth, and telephone number for a return call. Most calls are returned at the earliest time possible. Please allow 48 hours for prescription refill requests.

**Laboratory and Diagnostic Test Results:** After your physician has reviewed your test results, a nurse or medical assistant will contact you to discuss with you the physician's comments and recommendations. Results are usually available within 48 hours and can be printed directly from our patient portal.

**Patient Portal:** Ask about our Patient Portal. The portal allows you access to your past appointment history, notifications of upcoming appointments, and the ability to confirm or cancel a scheduled appointment. You can also update your demographic/insurance information and receive laboratory/ diagnostic test results. Results can be downloaded and/or printed directly from the portal.

**Health Information Exchange:** I give consent to all the Health Information Exchange participants listed on the HIE website and Care Everywhere Providers to access all of my electronic health information through the HIE and I give consent to all employees and agents of Nao Medical/HFMC to access all of my electronic health information through HEALTHIX in connection with any of the permitted purposes described in the fact in sheet, including providing me any health care services, including emergency care.

**Appointments:** Call the appointment line at (718) 360-4843 to schedule an appointment. We welcome walk-in but we prefer schedule appointment patient to avoid long waiting time, as we value all our patient's time. Please call ahead to schedule an appointment for your urgent needs. Same-Day appointments are available for both routine and urgent care. Established patients should check in 20 minutes prior to your appointment so that we may update your demographic and insurance information. Late arrivals may need to be rescheduled.

Please make every effort to keep your appointments and notify the office as early as possible to cancel or reschedule.

**Patient Satisfaction Survey:** We are committed to quality. You may receive a survey regarding your visit. We encourage you to complete the survey to help us improve our quality of service to you. You are also welcome to send us an email regarding any concern you might have regarding your care at our facility at [info@afiyahmedical.org](mailto:info@afiyahmedical.org).



**Al-Afiyah**  
**Medical Care**

**“We care. God Cures.”**

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Print Name

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Signature

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Date