

Welcome to...

Your Medical Home

at New Dimensions in Health Care

As a patient in our primary care practice at New Dimensions in Health Care, you have a medical home at New Dimensions.

Your primary care team in your medical home will provide a new, expanded type of care—coordinating all your health care needs, from helping you stay healthy by reminding you of preventive checkups and tests, to working with you to manage chronic conditions, visits to specialists, hospital admissions, and more.

The care you receive is based upon evidence-based guidelines and national quality standards.

Through your medical home at New Dimensions you will be sure to receive *exceptional care, without exception.*

“We are here when you need us”

New Dimensions in Health Care

40 Wall Street

Amsterdam, New York 12010

Office Hours:

Monday–Thursday 7:30 AM–5:00 PM

Friday 7:30 AM–4:00 PM

After hours Answering Service

Please call to make or cancel appointments, including referrals. Call to request prescription refills or to obtain forms.

To learn more about your patient-centered medical home at New Dimensions in Health Care, visit our website or call us:

NewDimensionsinHealthCare.org

(518) 843-2575

Your Medical Home

Exceptional Care • Without Exception



New Dimensions
in Health Care

A new, expanded type of care

Your Medical Home

Exceptional Care • No Exceptions

How Your Medical Home Can Help You

Your health care team at New Dimensions will partner with you to help you live a healthier life.

Through Your Medical Home, you will receive:

- Personalized care, because your health care providers know you and your health history.
- Help in navigating the health care system so you get the care you need when you need it—from us or other health care providers.
- Care that is coordinated seamlessly between your doctor, specialists, and hospitals.
- After hours answering service.
- An expanded range of care supported by the latest knowledge and technology.

Your Role as a Patient in Your Medical Home

As a patient, you are the most important member of your health care team. We encourage you to play an active role.

Here are just a few ways you can do that:

- Talk with your health care providers about your questions and concerns.
- Let your doctors know about all the medications you take—including over-the-counter medicines—so they can help prevent unwanted interactions.
- Call us before you go to an emergency room or a hospital for care. If this is not possible, please let us know as soon as you can.
- When you go to an emergency room or a hospital for care, tell them who your primary care provider (PCP) is and share information about the visit with your PCP.
- Take care of your health, and follow the self-care plan you and your health care team have worked out together.

Your Health Care Team's Role in Your Medical Home

Your health care team at New Dimensions will work with you in partnership to make decisions to manage your health.

Team members are committed to:

- Providing you with a safe environment to talk about your private concerns.
- Answering your questions and concerns at each appointment, and helping you understand your health care needs.
- Coordinating your health care in the practice and with health care providers outside of the practice.
- Telling you about the services offered by the practice and community to support self-care and help you achieve self-management goals and better health outcomes.