



Elmwood Health Center

An affiliate of PeopleInc

Your Health Matters

SHARING THE CURRENT GOALS & ACCOMPLISHMENTS OF THE ELMWOOD HEALTH CENTER

SUMMER 2015



From the desk of...

In this issue you will find an important announcement about our prescription refill process and changes that will take effect on August 1, 2015. Please make sure you read it carefully.

Also in this issue is an article that first appeared in our

Summer 2013 newsletter about our certification as a Patient Centered Medical Home. We are so proud to continue to carry this very prestigious certification for an additional three years! We also recently received word that our Diabetes Education Program passed its annual recertification by the American Diabetes Educators Association through their Diabetes Education Accreditation Program. The Elmwood Health Center (EHC) is one of only a handful of such programs in Western New York (WNY).

On a personal note and with another summer upon us and schools across WNY now closed, remember that kids of all ages will take to the streets from morning to night each and every day. For all of us that drive, remember to be extra careful for children playing in the street, riding bikes, etc. Kids just being kids places them in harm's way more often during the summer months than it does almost any other time of the year. Adults need to be that much

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Prescription Refill Process Changing

By Barbara J. Johnson, RNBC, MS, Director of Clinical Services

Beginning August 1, 2015, ALL communication regarding prescription refills MUST come from a patient's pharmacy or be requested through the Elmwood Health Center's (EHC) FollowMyHealth Patient Portal. This change will ensure that the correct medication, in the correct dose, is reordered by the correct Provider. This change means that patients should direct all questions regarding refills to their pharmacy and not the EHC. After August 1, our phone system will no longer accept voicemail for the prescription nurse, and walk-in requests for prescriptions will no longer be accepted at the front desk as both of these bypass the safety net of the pharmacy. This change is intended to provide a safer, more efficient process for prescription refills.

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The Mission of the Elmwood Health Center

The Elmwood Health Center is committed to providing optimal, compassionate, patient centered health care to those throughout the Western New York community in an open and accessible manner whereby the unique needs of the patient as well as their family are central to the delivery of services to everyone.

more attune to what's happening around us when we're behind the wheel. For the safety of your children as well as those of others, be a defensive driver when it comes to areas that are more prone to having more children at play.

It is also a time when lots of folks take advantage of the warmer weather and take their families swimming or boating. If you are someone that does that, please remember...water safety! And, don't let someone you love go swimming or boating alone. Every year there is news of someone drowning that could have perhaps been saved if someone had been with them. Keep in mind that small children can drown in the shallowest of water. Be mindful of where children are at all times when around water. Keeping an eye on them may well prevent a disaster from occurring.



Frank Azzarelli
Associate Vice President

Holiday Schedule

The Elmwood Health Center will observe and be **closed** on the following holidays:

- Friday, July 3, 2015:** Independence Day Observed
- Saturday, July 4, 2015:** Independence Day
- Monday, September 7, 2015:** Labor Day
- Wednesday, November 11, 2015:** Veteran's Day
- Thursday, November 26, 2015:** Thanksgiving Day
- Friday, November 27, 2015:** Day after Thanksgiving
- Thursday, December 24, 2015:** Christmas Eve
- Friday, December 25, 2015:** Christmas Day
- Thursday, December 31, 2015:** New Year's Eve

Please note the following important information regarding the prescription refill process:

- It is your responsibility to request refills from your pharmacy, or through the Follow My Health Patient Portal, in a timely manner.
- The pharmacy will contact the EHC if a new prescription is needed. These requests require 3-5 business days for processing after they are received from the pharmacy. Business days do not include weekends or holidays.
- If you are requesting the refill of a controlled substance, you will be notified by telephone by the EHC Prescription Department when the prescription is ready for pick up. If you do not answer, we will leave a voicemail message. You are the only person allowed to pick up the prescription unless you call the EHC back with the name of a person authorized to pick up the prescription for you. That person will be required to show picture identification at the time of pick up. If your phone number has changed or if service is disconnected, the prescription will be mailed to your pharmacy of record.
- If you want a controlled substance prescription to be mailed to your pharmacy, understand that the time it takes to reach your pharmacy is in addition to the 3-5 business days it takes to process your request. The time it takes for mail to reach your pharmacy is totally out of our control, so allow enough time when making your refill request.
- If your prescription requires prior authorization, please be advised that it may take up to 30 days for an authorization to be received from your health insurance carrier. The review and approval of all prior authorization requests are out of the control of the EHC.
- If you have concerns related to your medications and prescriptions please make an appointment with your primary care provider to discuss them in person.

Should you have questions regarding this change in our prescription refill process, please feel free to contact me, Barbara Johnson, directly at 716.566.5060.



HEALTHeLINK and You!

If you haven't already done so, be sure to sign up for HEALTHeLINK at your next office visit. Over 750,000 of your fellow WNY'ers have already done so! Keep in mind that the purpose of HEALTHeLINK is to put your health information in the hands of a caregiver should an emergency situation arise. HEALTHeLINK may very well be a (your) life saver!



The Elmwood Health Center is a Patient-Centered Medical Home. What Does That Mean?

A Patient-Centered Medical Home (PCMH) is really a way of delivering primary care that is patient-centered; a health care setting that forms partnerships between individual patients, and their primary care provider, and when appropriate, the patient's family.

While the term "home" can often leave room for confusion, a "medical home" is not a place, but a way of thinking about health and health care, from the most simple to the most complex conditions. It is a place that should "feel like home" – where you are treated with respect, dignity and compassion and you have a strong and trusting relationship with our providers and staff. It calls for team care that works together to manage all of your health needs. It promotes care being available to you when you most need it and is built on trust and communication. Its success is improved by the utilization of advanced health information technology (HIT).

Above all else, the medical home is not a final destination. It is a framework for achieving primary care excellence so that care is received in the right place, at the right time and in the manner that best meets a patient's need. It connects you with other team members like specialists and health coaches, and coordinates your care with them as your health needs change. A PCMH helps you make the best decisions for your care and allows you to ask questions when you do not understand something. We encourage patients to take an active role in your health and healthcare. YOU are at the center of care at the EHC!

**The Elmwood Health Center has been certified as a Level 3, PCMH by the National Council on Quality Assurance which is the highest level of certification possible.*



As a reminder, the EHC offers both evening and weekend appointments for your convenience.
Our current office hours are:

Monday – Thursday: 8:00 AM – 8:00 PM • Friday: 8:00 AM – 5:00 PM • Saturday: 8:00 AM – 12 Noon



Let our family care for yours. We understand how important the health of your family is to you. Let the caring professionals at the Elmwood Health Center provide the quality person-centered health care you deserve.

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All major health insurance plans accepted.



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