



**HeartShare**  
*Wellness provides*  
*comprehensive care*  
*coordination for*  
*patients.*



### Location

177 Livingston Street, Lower Level  
*Entrance on Gallatin Place*

### Directions

**2 3 4 5** to Borough Hall/Court Street  
**A C F** to Jay Street/MetroTech  
**R** to Court Street

### Hours of Care

Office Hours:

**Mon** 8:00 AM - 5:00 PM  
**Tues & Wed** 8:00 AM - 7:00 PM  
**Thurs** 8:00 AM - 8:00 PM  
**Fri** 8:00 AM - 5:00 PM  
**Sat** 9:30 AM - 5:00 PM

*For clinical advice during office hours,  
call (718) 855-7707.*

### After Hours Care

For urgent questions after hours, **HeartShare Wellness** has an after-hours answering service. Call the office and leave a non-urgent message on the voice mail system, or for urgent matters, follow the prompts to access the answering service and request that the physician on call get in touch.

*The physician will return a call within two hours. If necessary, the physician will recommend a nearby health care facility for further care.*

### HeartShare Wellness

177 Livingston Street  
Brooklyn, NY 11201  
Tel: (718) 855-7707 | Fax: (718) 855-7717  
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[info@heartshare.org](mailto:info@heartshare.org)

Like **@HeartshareWellness**  
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**HEARTSHARE WELLNESS**  
**PATIENT CENTERED**  
**MEDICAL HOME (PCMH)**



Care coordination for patients  
with complex health needs

## What is a Patient Centered Medical Home?

A **Patient Centered Medical Home (PCMH)** is not a home or a building. It is a team approach to providing comprehensive health care in a high-quality and cost effective manner. Patients are the most important people in the health care system. Being part of a medical home provides total health care with a team that includes health care professionals, family members or friends (if you wish,) and the patient.

Medical assistants, nurses, physicians, behavioral health providers, social workers and nurse practitioners will be a part of this health care team. They will be there to answer calls and questions, to offer reminders for checkups and tests, and coordinate care with specialists.

## How HeartShare Wellness' Medical Home Works

HeartShare Wellness Patient Centered Medical Home strives for personalized care that is safe and evidence based, with a focus on prevention to keep patients healthy.

The clinic's focus is to offer individualized care. HeartShare Wellness addresses needs in the office or connects the patient with trusted specialists and other health care providers. HeartShare Wellness staff will help the patient get appointments and will ensure that other providers have all information needed.

HeartShare Wellness uses safe and secure electronic medical records (EMR) to maintain information and to obtain lab tests, screening, and other important information. If the patient uses a provider outside of the office, HeartShare Wellness will make all attempts to obtain necessary patient information.



### Taking the Steps to Self Caring

HeartShare Wellness educates the patient on how to take better care of him or herself. Patient education materials will facilitate a better understanding of condition(s), what can be done to stay as healthy as possible and how to set and reach obtainable goals.

HeartShare Wellness' Intake Department will assist new patients in transferring medical records to the clinic. A complete patient history provides a strong basis for future care.

If there are problems, discuss them with the team to find a solution. If the plans or goals are not working, feel free to share those concerns.

### Before the appointment, use this checklist:

- Make a list of health questions
- Make a list of past and present health care providers
- Collect all medications in their original containers to bring to the visit
- Take insurance card to the appointment
- If you choose, ask a family member or trusted friend to attend the appointment with you

### During the appointment, use this checklist:

- Write down the names of care providers
- Ask questions
- Discuss what health issues to work on first
- Understand what needs to be done before leaving the office
- Repeat back to the care providers the things discussed during the visit
- Ask how the care providers can be reached after hours