



WELCOME TO AID UPSTATE MEDICAL PRACTICE

Dear New Patient,

Welcome to our practice! Thank you for choosing our providers to participate in your healthcare. We look forward to partnering with you for personalized, comprehensive health care focusing on wellness and prevention. Your medical home team includes providers, nurses, case managers, office staff and most importantly you! Together we will work closely in a “team approach” to support your patient care.

Before your first visit, please notify your health insurance company of your new primary care provider if required. During your initial visit, we will be reviewing your health status, so please bring your health insurance identification card, a photo I.D., and **all of your medications**.

We expect you to be involved in your health care decisions. How can you help?

Be an active team player:

- Ask health questions so you understand your diagnosis and needs.
- Communicate with your medical team.
- Tell us about your other health care providers including visits to an emergency department or urgent care facility.

Take care of your health:

- Set attainable goals.
- Work with the team to develop your health care plan.
- Tell your team if you have trouble following the plan or taking your medications.

Have a checklist ready for your appointment.

- Bring all of your medications with you.
- Bring a list of your questions with you.
- Ask the most important ones first. Write down the answers.
- Before you leave make sure you know what you need to do until your next visit.

Office Hours are Monday through Friday 8:00 am – 5:00 pm

For appointments, cancellations, and prescription refills please call our office during regular office hours or you can send a message through the Patient Portal.

Patient Portal

You can view your lab results, office visit summary, medication lists and much more on our Patient Portal at <http://www.aidupstate.org>

Appointment Policy

You will need to bring your insurance card, a photo ID, and all of your medications with you for each appointment. We ask that you allow plenty of time to get to the office for your appointment. You will be asked to reschedule your appointment if you are more than 15 minutes late. If for any reason you must cancel or change your appointment please call our office 24 hours prior to your appointment.

Patient-Provider Relationship Termination

While we are committed to a team approach to your medical care, we also expect you will take your role seriously as well. If you decide we're not the team for you, you have the right to seek care elsewhere. Likewise, if you are unable to fulfill your role as an active team member, we may terminate the patient-provider relationship. Termination of the patient-provider relationship within the AID Upstate medical practice does not constitute termination from AID Upstate as an organization unless otherwise stated and relayed to the patient/client in writing.

Termination of the patient-provider relationship may be based on the following patient behaviors:

- Displays a threatening and hostile attitude
- Refuses to cooperate with provider or staff
- Refuses to undergo recommended treatments
- Insists on being his/her "own doctor" and disputes provider judgment
- Fails to follow prescribed diet or self-care regimen
- Abuses prescription drugs or controlled substances
- Fails to return for follow-up appointments

Translation Services

Please let us know one week before your appointment if you require language assistance and we will arrange for an interpreter.

Once again, we would like to thank you for choosing AID Upstate as your health care provider. We look forward to working with you.

Sincerely,

The Providers and Staff of AID Upstate Medical Practice