

New teams and new hours to serve you better! Please take a quick look at this important information that will affect you **starting August 2:**

**You are now on a medical team**

Look for your primary care provider's name below.

Primary Care Teams	Primary care providers	Other providers
<b>BLUE</b>	AC Demidont, DO Terry Farrow, MD Ronica Mukerjee, NP	Jen Silverman, PA Anthony Vavasis, MD (adult patients only)
<b>PURPLE</b>	Victor Inada, MD Michael McNett, MD Anita Radix, MD Juliet Widoff, MD	Jeff Huyett, NP
<b>YELLOW</b>	Ward Carpenter, MD Richie Tran, MD Rona Vail, MD	Cheryl Heaton, PA Toviah Narva, NP
<b>GREEN</b>	Irina Linetskaya, MD Gal Mayer, MD Eddie Meraz, NP Sue Weiss, NP	Jim Braun, DO
<b>AQUA (HOTT)</b>	Jen Silverman, PA Anthony Vavasis, MD	Ronica Mukerjee, NP (HOTT patients only)
<b>Gynecology</b>	<b>Providers</b>	
<b>ORANGE</b>	Susan Dummitt, CMMS Lori Fauquier, NP Carla Waldron, MD	

**We are open more hours:**

	Open	Close
<b>Monday</b>	8:30am	8:00pm
<b>Tuesday*</b>	8:30am	8:00pm
<b>Wednesday</b>	8:30am <i>NEW!</i>	8:00pm
<b>Thursday</b>	8:30am <i>NEW!</i>	8:00pm <i>NEW!</i>
<b>Friday</b>	8:30am	4:30pm
<b>Saturday**</b>	8:30am <i>NEW!</i>	3:00pm <i>NEW!</i>

\* closed 11:30-1:15

\*\* some services not available

**Important reminders about appointments:**

**HELP US STAY ON TIME BY SHOWING UP ON TIME.**

If you are running late, we will see the next patient. When you arrive late, we will make every effort to see you but you may have to wait until the patients who arrived on time are seen or you may be asked to reschedule.

**IF YOU CANNOT MAKE YOUR APPOINTMENT, CALL US AND CANCEL IT.**

We know that things come up and you cannot always keep your appointment. When that happens, we expect you to call and cancel, preferably 24 hours ahead. That allows us to use your appointment to serve another patient in need. If you do not show up for your appointment without canceling more than once, we may restrict your ability to make appointments in the future.

Please look on the back for more detailed information.

## MORE DETAILS

### EXPANDED HOURS:

**Wednesdays:** We are adding adult medical and dental appointments in the morning starting at 8:30am.

**Thursdays:** We are adding evening hours in all clinical services. We will now be open from 8:30am to 8:00pm on Thursdays. Callen-Lorde now has appointments available every evening from Monday to Thursday.

**Saturdays:** We are expanding our hours and the number of available services. We will now be open from 8:30am to 3:00pm on Saturdays. The following services will be available on many or all Saturdays:

- Sexual health clinic
- Routine and urgent medical care
- Routine and urgent gynecology care
- Mental health groups and individual therapy
- HOTT
- Dental
- HIV counseling and testing
- Psychiatry

### PRIMARY CARE TEAMS:

If you use Callen-Lorde as your main source of medical care, you and your primary care provider will now become part of a medical team. Initially, the teams will include a small group of medical providers who will see you when your primary care provider is not available. Over the next several months, the teams will start to function like small medical practices, with a dedicated group of nurses, care coordinators, and administrative staff who all work together to provide you with the best care possible. Please see the announcement on the front of this letter to find the team to which you and your provider belong.

We are excited by this change and hope that it will improve the coordination of your care and your experience at Callen-Lorde. We are also eagerly anticipating the completion of the first phase of our renovation project. Later this month the new phlebotomy (blood drawing) suite on the first floor and new exam rooms on the second and fifth floors will be opening. Later this year we will be opening new exam rooms on the fourth floor and our new pharmacy on the first floor.

### LATENESS AND MISSED APPOINTMENTS POLICIES:

As we bring on this additional capacity, the demand for our services continues to grow. As you may be aware, Saint Vincent's closing has forced many patients to find new places to obtain their medical care. This has increased our demand for appointments.

To help ensure that we are able to make the best use of our appointments and serve as many patients in need as possible, we need your assistance. **If you are not able to keep your appointment, please call us at 212-271-7200 as soon as you can to cancel or reschedule (preferably the day before your appointment).** If you do not call to cancel and do not show up, your appointment goes to waste because we are unable to see another patient at that time. When you cancel with as much notice as possible, we are able to give another patient your appointment slot. One day, it may be you who needs that appointment.

If you repeatedly fail to show up for appointments, we may restrict you from scheduling appointments and ask you to seek care on a walk-in basis. If you continue a pattern of not showing, we may ask you to seek care elsewhere. Please help us avoid this outcome by calling to cancel. By working together, we can serve more of our community.

We are also working to try to stay on schedule so that we don't keep you waiting. **Please help us by showing up for your appointment on time.**

If you are running late, we will do our best to see you but you may have to wait until patients who have arrived on time are seen. On extremely busy days, we may have to ask you to reschedule.

We look forward to continuing to be your health care facility of choice and hope that these new changes will enhance your experiences at Callen-Lorde.