



Patient Brochure



AMMS

Auburn Memorial Medical Services

Our goal is to be your partner in health care by serving as your patient-centered medical home. We are committed to make available to you a personal physician who provides for all of your healthcare needs and coordinates your care across all settings, including the medical office, hospital, clinics, behavioral health, testing facilities and other places where you receive healthcare.

Options for Care

During office hours, there are same day appointments available for urgent or sudden illness. It is our goal to meet your healthcare needs 24/7, and there are multiple options for you to obtain care after office hours. If you have any doubts about which option to choose, contact your patient-centered medical home.

Patient-Centered Medical Home: A provider is always available to respond to your concerns when the office is closed. Consider this option if you have questions about managing an illness or condition until the office opens.

Outpatient Urgent Care

Finger Lakes Medical Care Center

303 Grant Avenue Auburn, NY | 315-258-7100

Hours: Monday-Sunday, 8:00am-5:00pm

Urgent Care of Auburn

37 West Garden Street #105, Auburn, NY | 315-252-0000

Hours: Monday-Friday, 8:00am-8:00pm | Saturday-Sunday, 9:00am-5:00pm

Skaneateles: Urgent Medical Care of Skaneateles

803 Genesee Street (Route 20) | 315-685-9355

Hours: Monday-Saturday, 8:00am-8:00pm | Sunday, 8:00am-6:00pm

Emergency Room: Available 24/7 when you need emergency care for conditions such as bleeding that won't stop, difficulty breathing or chest pain.

Office Policies

Cancellations: Please call 24 hours before if you are unable to keep your scheduled appointment. This allows us to provide that time slot to another patient.

Dismissal: If you are "dismissed" from the practice it means you can no longer schedule appointments, or consider us to be your doctor. Within 30 days of the date of dismissal, you may get medication refills and be seen in the office if you have a medical emergency. Common reasons for dismissal:

- Failure to keep appointments dismissed after three no-shows
- Abusive to staff (verbally and physically)
- Noncompliance, which means you won't follow physician instructions about an important health issue

Prescription Refills: Request prescription refills at your appointment. If you need to call for refills, do not wait until you run out of medication. Allow the office time for the doctor's approval and authorization. For your convenience, prescription refills can be requested on the patient portal.

Requesting Records: We will provide a copy of your medical records upon request and with a signed letter of release. There may be a charge associated.

Transferring Records: Instructions given in the office on how to transfer records from your former provider.

Treatment of Minors: Patients under the age of 18 must be accompanied by a parent or guardian.

What is a Patient-Centered Medical Home?

- It is a team-based approach to your healthcare, led by your Primary Care Provider
- It is the way we give quality care
- It is care that focuses on you and your healthcare needs for overall well-being
- Right Care, Right Time, Right Place

Patient-Centered Medical Home Advantages

- Coordinated care to connect each of the members of your team
- Proactive planning to guide you through illness to achieve your individual health goals
- A team that gets to know you and your history to offer you your best health options through evidence based care
- A team that treats you as a full partner in your care and explains all care options
- Your healthcare team will work with you to live a healthier life. We are excited to guide your healthcare experience

Our Role as your Healthcare team in a Patient-Centered Medical Home

- Work together with you, using shared decision making to manage your health
- Provide you with tools, resources and education to help manage your health
- Communicate with your specialists, hospitals and other care facilities to manage your health, as well as tracking referrals
- Offer whole person care including access to behavioral healthcare. We coordinate care with mental health providers to meet your needs
- Respectfully listen and respond to the diverse cultural and communication needs of our patients

Care Coordination

- Our role is to refer you to the appropriate specialist for optimum health. Your role is to follow through with referrals or contact your medical home if you have not been able to see the specialist

Patient Portal

- The Patient Portal is a resource available to all patients, with access to your lab results, appointments and prescription refills

Your Role as a patient in a Patient-Centered Medical Home

- Work with your care team to set goals and communicate about things that may prevent you from being healthy
- Bring a list of your concerns and questions to discuss with your provider
- Bring your prescription and over-the-counter medicine bottles to make sure your medical record is always current
- Inform the care team of care you may have received in the community or out of town since your last appointment. This includes specialist visits, hospital stays or Emergency Room/Urgent Care visits
- Follow through on your regularly scheduled appointments, annual physicals and recommended screenings
- Openly share feelings of anxiety, sadness or other concerns that impact your overall well being

Take care of your health

- Collaborate with the team to develop and understand your healthcare plan
- Tell your team if you're having trouble following the plan

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Auburn Memorial Medical Services

Auburn Primary Care

37 West Garden Street #201 | (315) 567-0777

Hours: Monday-Friday, 8:00am-4:30pm

Family Medicine

17 Lansing Street | (315) 567-0770

Hours: Monday-Friday, 8:30am-4:30pm

Auburn Internal Medicine & Pediatrics

161 Genesee Street #203 | (315) 255-0947 Option 9

Hours: Monday-Friday, 8:00am-4:30pm

Saturday, 9:30am-11:30am

Childrens Health Specialists

37 West Garden Street #203 | (315) 253-6257

Hours: Monday-Friday, 8:00am-5:00pm

Saturday, 9:00am-12:00pm

Trinity Family Medicine

8 Hulbert Street, Suite A | (315) 282-7956

Hours: Monday-Friday, 7:00am-3:30pm



AUBURN COMMUNITY HOSPITAL

We Specialize in You