

## What is a Medical Home?

As your Medical Home, we're the first place you go for all your healthcare needs.

### **We learn about you.**

We get to know you and the details of your life that affect your health and wellbeing. Knowing your health history helps us create a care plan as unique as you are.

### **We communicate with you.**

We stay in touch, when you're sick and when you're healthy. Our goal is to create a long-standing relationship with you and your family based on clear and open communication.

### **We guide you.**

We work with you to set goals for your health and help you reach them step-by-step.

### **We are an accredited patient-centered medical home.**

Through a team of medical experts in primary care and mental health, we are here to help you when you are ill, but also to provide you with the information you need to make healthy choices. Your medical team will consist of a primary care physician, a nurse practitioner, nurses, mental health providers, and care management. Our goal is to create a longstanding relationship with you and your family based on clear and open communication.

### **Teaching and learning.**

As part of an academic medical center, we have an important role in teach future healthcare providers. At times residents and students of different disciplines will be working under your provider's supervision. We believe this educational involvement improves your care.

Learn more about the  
Medicine in Psychiatry Services available  
to you by calling **(585) 279-4999**.

For a list of mental health resources  
and services, visit  
**[mentalhealth.urmc.edu](http://mentalhealth.urmc.edu)**

2613 West Henrietta Road  
Suite B  
Rochester, NY 14623

Part of Strong Memorial Hospital.



## Medicine in Psychiatry Services (MIPS)

Primary care services for individuals  
with mental health conditions.



## WELCOME.

Thank you for choosing MIPS for your health care. Our multidisciplinary team is proud to offer you comprehensive patient-centered care. We provide primary medical care services to adults ages 18 and up who may also be receiving mental health and/or substance use services.

### Preparing for your appointment

Please arrive 15 minutes before your appointment to allow time for check-in. Please bring a list of current medications and/or health monitoring equipment to all appointments. If you are unable to keep your appointment, please contact the office at least 24 hours before your scheduled appointment time.

### Test results

Any test results that are notable or abnormal will be reviewed with you in person at your next visit or by telephone, if necessary. You may also choose to review your results through MyChart. If you do not have access to MyChart, staff can provide you instructions to create an account.

### Prescription refills

Please try to ensure you have enough refills to last you to your next appointment. If you need a prescription refill between appointments, contact your pharmacy. We will not process prescription refill requests after 4:30 pm weekdays, weekend and holidays. Processing routine or ongoing medication refill requests may take up to five (5) business days.

### Forms

Please submit all forms with your printed name, date of birth and signature already completed. Forms that require a medical decision, may require an appointment. Some forms may require an appointment and may take up to seven (7) business days to complete.



## Onsite Services

Many services are offered onsite at our location for your convenience including mental health, addiction treatment, care management, pharmacy, and lab.

### Mental Health Services

The Strong Ties Clinic is a team-based outpatient mental health clinic that serves adults who are coping with issues related to severe and persistent mental illness.

### Addiction Services

Strong Recovery promotes recovery from addiction and co-occurring disorders (such as mental illness) through an integrated care model.

### Pharmacy

Strong Ties pharmacy is open Monday through Friday. Call (585) 279-4950 for more information.

### Lab

Onsite lab services are available to provide blood work services.

## Hospital Care

If you require emergency services or inpatient care, we are affiliated with Strong Memorial Hospital who provides state of the art medicine and compassionate care. Among the many services provided includes a Comprehensive Psychiatric Emergency Program (CPEP) and our own inpatient unit specializing in both medical and mental health care..

## Paying for services

### Accepted insurance

We are committed to providing excellent health care for everyone. We accept most types of insurance including Excellus Blue Cross-Blue Shield, MVP, Aetna, Medicare, and Medicaid, as well as others Please notify our office if your insurance coverage changes.

Bring your insurance card with you to each appointment; we will need any new information printed on your insurance card.

### Financial assistance

Financial hardships should never stop you from getting the medical care you need. Please visit the Financial Assistance website or call (585) 784-8889.