

## What is a Medical Home?

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

We get to know you and the details of your life that affect your health and well-being. 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.**

Our team of primary care physicians, nurse practitioners, physician assistants, registered nurses, and mental health specialists, is here to help when you're not feeling well. We're here to give you the care and advice you need to stay healthy. We believe in talking openly and honestly with you and your family to build a trusting relationship.

### **Teaching and learning.**

At the University of Rochester, we're educating the next generation of doctors and nurses. Our residents and medical students learn by working side-by-side with experienced practitioners. When these students help take care of you, they're under close supervision. Thank you for helping us train future health professionals.

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 – Primary Care (MIPS-PC)

Primary care services for people with  
persistent mental health conditions.



## Welcome

Thank you for choosing MIPS-PC for your health care. Our expert team is here to provide you with complete and personalized care. We specialize in providing medical care to adults diagnosed with severe and persistent mental illness, and substance use disorders.

### Preparing for your appointment

**Arrival:** Please come 15 minutes early.

**What to bring:** List of your medicines and any health-monitoring devices you use.

**Cancellations:** Notify us at least 24 hours in advance if you can't make it.

### Prescription refills

**Refills:** Make sure you have enough medication to last until your next visit.

**Between Appointments:** Contact your pharmacy for refills.

**Refill Timing:** No refills are processed after 4:30 p.m. on weekdays, including weekends and holidays.

**Processing Time:** Allow up to five (5) business days for routine and ongoing refill requests.



## Onsite Services

We offer many services at the Brighton Health Center, including mental health, chemical dependency 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.

### Chemical Dependency 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 in Suite D during weekdays.

## Hospital Care

If you require emergency services or inpatient care, we are part of Strong Memorial Hospital, with our own inpatient units specializing in both medical and mental health care.

## Paying for services

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

