

Insurance and Contact:

Uninsured Patients Obtaining Coverage

Patients with no insurance coverage will get help identifying health insurance resources. Patients can enroll at www.healthcare.gov for quotes. In addition, insurances representative visit the office on a weekly basis to help patients enroll in a plan if they do not have one.

How to get care/advice when we are closed

During Off-Hours: you can contact the doctor by calling the office land line at ((718) 803-7230

All calls are automatically transferred to a representative who work alongside us to make sure that all clinical matters are attended.

Routine matters such as appointments, call the clinic during regular business hours. This service is for urgent matters only.

Web Services: you can visit our web site www.guillenmd.com to request for non urgent matters . There you can request an Appointment, Prescription Refill, Referral, and Test Results. The office staff will comply with your request within 1 business days.

How to get care or advice during office hours

Same Day Appointments: slots are available for immediate clinical needs. If there are not slots open you will be placed on a wait list in the event of a cancellation and receive a call ASAP.

Office Hours: Monday through Friday 9:00 am - 5:00 pm - Saturday 9:00 am - 3:00 pm - Sunday: Closed

We are open weekend slots available to accommodate your patients and family needs.

How to Prepare for Your Next Visit:

- List all currently and previous medications you are taking, also over the counter, vitamins, and natural remedies, symptoms and concerns to discuss during your visit.
- Please disclose your medical history, allergies, bring previous reports from other doctors, labs, test, specialist results or scans done else were.

Your Responsibilities as a Patient:

- Keeping schedule appointments.
- Tell your medical provider of any change in your medical history since the last appointment.
- When sent to a specialist or to do a study or a test, keep scheduled appointment made outside our medical group.
- When going to an appointment outside our medical group make sure to bring the results for your next visit. It is the responsibility of the outside facility to provide you with a copy. Please bring the results from:

Hospital Admission - Emergency Room Visit

Results from Specialist - Lab/Images Results

New Patients Personal Health Record:

- New patients will provide point of contact of previous doctor/clinic to help transfer health record.

What You Can Expect From Us:

- We will review your medical history, medical records, chronic illnesses and any results available to us.
- We will address your behavioral health care needs. We use depression screening tools and integrate services into our setting like consultants, trained personnel or consultation models.
- If blood tests are required, we will collect the samples within the clinic.
- We will ensure that all questions you may have will be answered to the best of our ability. Lingering questions about your treatment and your medical conditions will be addressed.
- If a follow up visit is necessary we will set up the appointment. If a referral is necessary we will issue in a timely manner.

General Medical Services of Queens

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(718) 803-7230 — info@doctorpimentel.com
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PATIENT CENTERED MEDICAL HOMES

The Patient Centered Medical Homes is health care that establishes close relationships among medical practitioners, and patients/families to ensure the best care while respecting patients concerns, needs and preferences.

Our practice becomes the foundation of your medical care. We will coordinate overall health and wellness. Medical home broadly gives accessible, continuous, comprehensive, family-centered, coordinated, compassionate, and culturally effective health care.

Coordinating Your Care:

- The patient has a personal physician and the practice is a physician-directed.
- Your care is oriented toward the whole person providing evidence-based care, patient/family education and self-management support.
- Quality and safety drive patient care.
- The practices strives for optimal patient outcomes, defined by a care planning.
- Evidence based medicine and clinical-decision support tools guide decision making. Medical homes provides enhanced access
- Physicians in the practice accept improvement through voluntary engagement in performance measurement and improvement.
- Patients actively participate in decision-making and feedback is sought to ensure patients expectations are being met.

Equal Access to Patients:

- We provide equal access to patients and consider accepting uninsured. We accept Medicare/Medicaid.