

AN INTRODUCTION TO PATIENT SERVICES



If you need directions from where you live, please call

EAST HARTFORD MEDICAL OFFICE
 99 Ash Street • East Hartford, CT 06108
 8:30am-7:30pm M-F • 8:30am-4:00pm Sa, Su
 Behavioral Health • Dermatology • Internal Medicine
 Lab Services • Mammography • Ob/Gyn • Pediatrics • Pharmacy
 Physical Therapy • Radiology/X-ray • Ultrasound • Urgent Care

MANCHESTER MEDICAL OFFICE
 130 Hartford Road • Manchester, CT 06040
 8:30am-5:30pm M-F
 Internal Medicine • Lab Services • Ob/Gyn • Pediatrics • Pharmacy

ROCKY HILL MEDICAL OFFICE
 2080 Silas Deane Highway • Rocky Hill, CT 06067
 8:30am-5:00pm M-F
 Family Practice • Lab Services • Ob/Gyn

WEST HARTFORD MEDICAL OFFICE
 65 Kane Street • West Hartford, CT 06119
 8:00am-5:00pm M-F
 Behavioral Health • General Surgery • Hematology
 Infectious Diseases • Internal Medicine • Lab Services
 Mammography • MultiFit Program • Nephrology • Ob/Gyn
 Oncology • Ophthalmology • Pediatrics • Pharmacy • Physical Therapy
 Podiatry • Radiology/X-ray • Travel Medicine • Ultrasound

WINDSOR MEDICAL OFFICE
 200 Day Hill Road • Windsor, CT 06095
 8:30am-5:00pm M-F



INTRODUCTION

Connecticut Health Partners Medical Group is a multi-specialty practice that was formed in 1999 by the physicians previously affiliated with Kaiser Permanente. Our physicians, health care professionals and staff have provided high quality patient care and have served as leaders in the local medical community for more than 20 years.

We are committed to delivering the best medical care in a warm and friendly environment, with a focus on individual patient needs. That means we emphasize personal attention, preventive care and health education programs, while making patient convenience a priority.

ONE-STOP ACCESS TO SERVICES

We offer one-stop access to a broad range of specialties and services including:

- Behavioral Health • Dermatology
- Family Practice • Infectious Disease
- Internal Medicine • Laboratory
- Nephrology • Ob/Gyn • Ophthalmology
- Optometry • Pediatrics • Physical Therapy
- Pharmacy • Podiatry • Radiology
- Surgery, Hematology and Oncology
- Physician Affiliates on-site

“ROUND-THE-CLOCK”

ACCESS TO PROVIDERS

Our 24-hour Patient Service Center is staffed with trained medical group representatives who can help you by:

- scheduling appointments • answering important questions
- making recommendations • contacting health care providers when necessary.

URGENT, SAME-DAY VISITS

If you require urgent care – you can be seen the same day. We may even save you a trip to the emergency room. Urgent medical diagnosis and treatment can often be handled right in our office more conveniently and in less time. Call ahead so we will be sure that you are cared for in a timely and clinically appropriate manner.

EVENING & WEEKEND HOURS

Many of our patients work nine-to-five jobs and can't always take time for medical care during the normal work week. And that's why we offer evening and weekend hours in our East Hartford Medical Office.

HIGHLY TRAINED PHYSICIANS AND PRACTITIONERS

Connecticut Health Partners physicians are all board certified. Our practitioners adhere strictly to the rigorous standards of their licensing boards, and meet or exceed ongoing continuing education requirements. Physicians are on staff at various local hospitals, such as Hartford Hospital and St. Francis Hospital. Our pediatricians also have privileges at Connecticut Children's Medical Center.

KEEPING YOU HEALTHY THROUGH EDUCATION & PREVENTION

We're committed to keeping you healthy through health screenings, immunizations and a preventative health emphasis on heart disease, diabetes management and asthma control.

A TEAM APPROACH

Patients receive care from a cohesive team of highly qualified physicians, Licensed

Nurse Practitioners (NPs) and Physician Assistants (PAs), who work together to diagnose illnesses, prescribe medications and refer you to specialists when necessary. (NPs are licensed registered nurses with advanced medical education in a health care specialty. PAs are professionals who, in addition to a four-year degree, have had at least two years of formal medical training). Many different services can often be provided in one visit. This team approach translates into effective and efficient medical care that you can depend on.



SCHEDULING APPOINTMENTS

Scheduling appointments is easy, no matter which location you want to visit. Simply call our Patient Service Center.

IF YOU ARE CALLING FROM...

Hartford Area: 860-533-1138
 Farmington Valley Area: 860-677-1871
 Enfield Area: 860-741-6673

Direct to Ob/Gyn: 860-523-6466

Patients with urgent needs may be seen the same day, and appointments for routine or non-urgent care are typically accommodated in a timely manner dependent on your needs. If you need to cancel an appointment, kindly give us 24 hours notice.

If you are new to Connecticut Health Partners, our staff can help you select a primary care provider that is best suited to meet your individual needs.

IN AN EMERGENCY...

If an urgent need occurs after-hours, call our Patient Service Center. Qualified health professionals will answer your questions, provide medical advice and contact your primary care provider if necessary. If it is a matter of life and death, please call 911 or go to your nearest hospital emergency room.

HEALTH INSURANCE PLANS ACCEPTED

Connecticut Health Partners participates in most major traditional health plans and HMOs. This list continues to grow. Please call our Patient Service Center for a complete list.

REFERRALS

If you are referred to a Connecticut Health Partners Medical Group physician, be sure to bring your insurance card, as well as copies of medical records or documents concerning the specific problem for which you are referred.

PRESCRIPTIONS AND REFILLS

Prescriptions and refills can be handled by the Arrow Pharmacy at each office location. If you need a refill on medication, contact the pharmacy for assistance.

PAYMENT POLICIES

We appreciate payment by cash, check or credit card at the time of your office visit.

With over 50 health care professionals and 5 offices located throughout the Hartford area, you'll find the health care services,



INTERNAL (ADULT) MEDICINE

The department of internal medicine is comprised of board certified primary care physicians and practitioners, some of whom are fluent in Spanish. A number of our internists have specialty training or special interests in areas such as infectious disease and travel medicine, nephrology, geriatric medicine and cardiology. Additionally, some providers are trained to perform routine flexible sigmoidoscopy. Wellness programs offered through our department include the MultiFit cardiac rehabilitation program for patients with high cholesterol or cardiac conditions. Our infectious disease physician runs an outpatient infusion service where patients can be taught to continue their intravenous therapy in the comfort of their home.



“When your primary care physician is an internist, you have the added confidence of knowing that he or she has been trained extensively in the major areas of bodily function, including the pulmonary, cardiac and respiratory systems. Many internists have also received specialized training in specific medical areas, qualifying them to provide specialized care for a variety of conditions.”

– Elizabeth Appel, M.D.

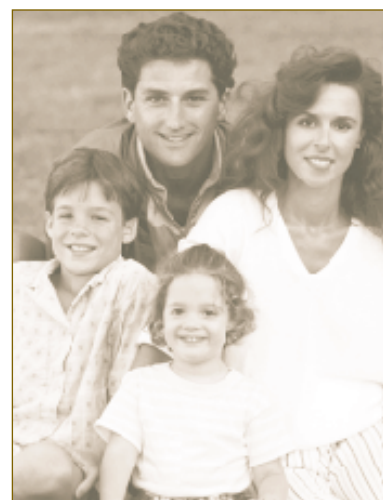
FAMILY PRACTICE

Our family practitioners are uniquely trained to provide comprehensive, holistic care for a vast range of general health problems and conditions for patients of all ages, (newborns, children, adolescents, adults and elderly). Some of our practitioners also have special interests in

areas such as women’s health and Lyme disease. They treat everything from common colds and lacerations to fractures, asthma, diabetes and hypertension. They perform routine PAP and gynecological examinations and cancer/cholesterol screening, and are also accustomed to treating urgent needs, such as minor and accidental injuries. Our family practitioners can perform minor office

“A family practice physician is like your traditional, neighborhood doctor. We treat patients in the context of his or her entire family, from newborns only a few days old, to elderly patients. When members of a family are sick, they all come in for a visit.”

– Theodore Bruno, M.D.



surgical procedures.



OB/GYN
Our Obstetrics / Gynecology department has earned the trust and confidence of thousands of women and is comprised of board certified Obstetricians /Gynecologists, and Advanced Practice

Registered Nurses. Our physicians are qualified to handle high risk pregnancies, including multiple births, diabetic pregnancies and other, unique complications. They also provide preventative care and treatment of routine and

complex gynecological problems. Stress tests, ultrasound and multimedia educational programs are also available.

“Obstetrics and Gynecology is about trust, warmth, prevention and cutting edge, personalized care. Any information or treatments we can provide that will help women live and stay healthier, deliver healthier babies, prevent future problems, and be more comfortable - this is our top priority.”

PEDIATRICS

Our board certified pediatricians treat children from birth through 18 years. They take an active role in their patients’ development by providing anticipatory guidance and well-child preventive care. Our staff includes a specialist in developmental pediatrics, as well as certified lactation specialists for breast feeding mothers. All of our pediatricians have privileges at Connecticut Children’s Medical Center, and some serve as teaching faculty. They maintain close working relationships with leading area pediatric consultants, and are actively involved in their local communities and schools. Our practitioners have special interests in areas such as school and learning dysfunctions and adolescent medicine.



“A successful pediatrician is one who nurtures and promotes a child’s healthy development into a young adult, and who maintains patients’ health through well-child care. Integral to this is the ability to communicate effectively, in a non-threatening way, with both children and their parents, and to anticipate and help prevent problems.”

BEHAVIORAL HEALTH

Our team of psychiatrists, psychologists, social workers, therapists and nurse clinicians provide a full range of outpatient, ambulatory care in such areas as substance abuse, depression, anxiety, and family/marital counseling. In addition to one-on-one treatment, group therapy is available for sufferers of depression, loss/separation and substance abuse.

PHYSICAL THERAPY

Our physical therapists provide treatment for a broad range of outpatient orthopedic conditions, and help patients achieve their independence using hands-on therapeutic techniques in a nurturing environment. All therapists enhance their skills through regular continuing education, and maintain flexible appointment schedules to accommodate early morning and lunchtime appointments.

DERMATOLOGY, PODIATRY & EYE CARE

At Connecticut Health Partners, patients can also access board certified specialists in a variety of disciplines. Our Dermatology department provides comprehensive care for conditions of the skin, hair and nails, and our Podiatry department treats patients with foot-related problems. Our Ophthalmology department provides both medical and surgical treatments of complex eye problems and disease. To facilitate access for routine eye exams, we have a branch of New England Eye Care located in our East Hartford office.

TRAVEL MEDICINE AND IMMUNIZATION CENTER

If your job requires you to travel outside the country, we can help keep you healthy. Our Travel Medicine and Immunization Center has the vaccines you may require, and can usually provide them within a day’s notice. Our infectious disease specialist can also provide you with health information and advice on your specific destination, as well as any necessary medications for your trip.

SURGERY, HEMATOLOGY AND ONCOLOGY

Associate Physicians in these specialties are located on-site and work in close coordination with our group.