

Prescription Renewals

Please bring your current prescriptions to each appointment, so that you can review them with your provider and get renewals.

If you need a renewal between visits, you can request them using MyBassett Health Connection for next business day turn-around. To request by phone, please call us when you receive your last refill from the pharmacy.

When you call, we'll need:

- the patient's full name
- the patient's date of birth
- a telephone number
- name of medication(s)
- to know if the prescription will be picked up at our office or sent to the pharmacy, and which pharmacy
- please allow two business days for the health center to process non-urgent requests

Test Results

We notify patients of lab results, X-rays and other test results, even when normal. We will contact you after your provider has reviewed the reports. For expedited notification, sign up for MyBassett Health Connection, the patient electronic health record, and you will have access to your results online.

If you have not heard from our office within 10 days, please feel free to call us at **315-231-5400**.

After Hours Care

If you need to speak with a provider about an immediate need after regular business hours, one is always on-call and may be reached by calling our office or **1-800-BASSETT**.

Same-Day Care

We make every effort to see patients needing acute care the same day of receiving the call. If there are no immediate appointments available, we will refer the call to our nursing staff or a provider to decide the best course of medical action. The best course of action may include directing the patient to a Bassett Healthcare Network Convenient Care facility or Emergency Department.

Emergency Care

Patients experiencing medical emergencies will be directed to the nearest hospital emergency room for appropriate care. Examples of emergency situations include: lacerations, loss of consciousness, prolonged seizure activity, severe chest pain or shortness of breath, bleeding eye injuries and injuries involving possible bone fracture.

Welcome to the Bassett Healthcare Network

Bassett Oneida Health Center



Bassett Healthcare Network
Bassett Oneida Health Center

2031 Dream Catcher Plaza
Oneida, NY 13421
315-231-5400 • 1-800-BASSETT
www.bassett.org



Bassett Healthcare Network
Bassett Oneida Health Center

Welcome to Bassett Healthcare Network

It is our goal to consistently provide you with compassionate medical care when you need it. During your visit you will receive care and information from your medical home team, which includes a physician, physician assistant, or nurse practitioner, as well as registered nurses, licensed practical nurses and medical office assistants. Your team will be available to help you stay healthy with preventive care and education, guide you in the management of chronic diseases, diagnose and treat illness and coordinate specialty services for comprehensive, coordinated care.

As a medical home practice, we strive to communicate effectively with our patients. It is important for the success of your care that you and/or your family are active participants in your care, that you understand your treatment plan and next steps at the end of your visit. We may ask you to verify your understanding of changes to your treatment plan. We provide you with a written summary of your visit and a complete list of your medications at the end of each visit. We offer adult patients the opportunity to have electronic communication with the office to request appointments or prescriptions 24/7 and to receive test results. Many patients find online communication through MyBassett Health Connection to be fast and convenient.



Medical Staff

- Aimee Pearce, MD
Family Medicine
- Grace Digman, FNP-C
Family Nurse Practitioner
- Christine Dunn, FNP-C
Family Nurse Practitioner

To learn more about your provider, please visit www.bassett.org/physician-search

Primary Care Services

- Medical management of chronic health conditions
- Physical exams (annual, well child checks, work and school)
- Preventive health care (immunizations, screenings, patient education)
- Same-day sick appointments
- Laboratory and in-office testing
- Referrals for specialty care
- On-site radiology services

Office Hours by Appointment

Our office hours are 7:30 a.m. until 6 p.m., Monday through Friday. Please call for an appointment at **315-231-5400**.

Treatment of Minors

If a parent or legal guardian cannot be present for non-urgent pediatric care, a completed Consent by Proxy or Pre-Authorization to Treat Minors consent form must be on file or presented at the appointment. These forms are available at our office or visit www.bassett.org/consent to download a copy.

What to Expect: Registration and Payment

Please arrive for your appointment 15 minutes early and check in with the receptionist. Bring your insurance cards with you. Our staff will verify your address, phone number(s) and insurance information during every visit to make sure communication from our office reaches you promptly and your insurance plan is billed correctly.

We expect insurance co-payment at the time of your office visit. If you are unsure of your co-pay requirement your insurance company can assist you. Their phone number is generally located on the back of your card. Please phone ahead if you need to confirm the cost. Our office accepts cash, check, Visa® and MasterCard®.

If you have a question about your bill, you can call **(800) 642-0455**. You are also welcome to contact our office with any questions or concerns regarding a bill you receive.

What to Expect: The Examination

Once you are called to an exam room, a nurse will take your weight, blood pressure reading and ask you questions about your condition. Your provider will review this information before giving you a physical examination. Your provider will allow time for you to ask questions before and after the examination.

Please make sure to bring your prescriptions to each appointment so you can review them with your provider and get renewals.

Some testing may be done in the health center. If applicable, the provider will order additional tests and follow up appointments.

At the end of your appointment, you will be provided with a written summary of your visit, instructions for care and other health information from Unity, our electronic medical record system.