



Primary Care of Western New York, LLP

A Patient Centered Medical Home

What is a Patient Centered Medical Home?

A Patient Centered Medical Home is a concept based on teamwork - teamwork between physicians and their clinical staff, primary care physicians and specialists, and clinical teams and their patients. Together, the members of your team, using evidence-based guidelines, focus on the care and services you need, including behavioral health in a manner that best suits a patient's needs.

Access - Your care team is available 24/7 if you need them. We will be ready to respond when you have questions or concerns.

Communication - In person, by telephone, or by patient portal.

Patient Involvement - You are the important member of our team.

Our Mission Statement

Primary Care of Western New York seeks to improve the health and well-being of our patients by providing compassionate high quality care and support.

Our Part

We will get to know you, your condition, family history, risk factors, and other important conditions that can influence your health and care.

We will make healthcare decisions together based on what is best for you. We will coordinate your care across multiple settings. Your care team will help you understand available options and a care plan will be developed specifically for you.

You will be given, at the end of every visit, a summary of your visit for that day. We will go over your medications and give you clear instructions of what is expected of you and how to achieve your treatment goals.

We will follow-up with you to ensure appointments are set and goals are reached. Our goal is to help you live the healthiest life possible.

Your Part

We ask that you play an active role in your healthcare. Learn about your condition and what you can do to stay as healthy as possible. Understand how certain habits and lifestyle choices can impact your health.

Participate in following the care plan we have tailor made just for you. Take your medications as directed and follow any exercise and diet goals we have set together for you.

Keep your care team informed about your history and any symptoms or changes to your health. Please make sure we are aware of any care you have received outside our office. This will ensure that your care is properly coordinated so that we can help you achieve your healthcare goals.



Patient Portal

You can request prescription refills, ask for an appointment, or have access to your medical record anytime through our online access patient portal.

Need an urgent appointment?

Call our office before going to an Emergency Room or Urgent Care Center. After normal business hours, please call the office at 716.839.8000 to be connected to our answering service who will contact the provider on call. Your call will then be returned.

For emergencies, call 911.

Community Resources

New York State Smoker's QuitLine
1-866-NY-QUITS
1-866-697-8487

New York State HopeLine
1-877-8-HOPENY
1-877-846-7369
Offering help and hope 24 hours a day, 365 days a year for alcohol, drug abuse, and gambling problems.

Transportation
Caring Hearts Transportation: 716-457-3051

Office of the Aging / Meals on Wheels
Wyoming County: 585-786-8833
Cattaraugus County: 716-373-8032
Erie County: 716-858-8526
Alleghany County: 585-268-9390

Uninsured Information
Healthcare.gov
1-800-318-2596

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