



Patient Welcome Letter

As medical care challenges have developed over these past years, we too have adopted a new medical model of practice. This "new" approach redirects our focus to address your needs and prevent illness by delivering **proactive** medical intervention.

Our doctors work in conjunction with an accountable care organization in New Jersey. Together, we will provide better management of your health care with **coordinated** efforts of multi-specialists when needed.

We should be your first call unless an emergency arises. In that case, you should call 911. Our goal is to provide you enhanced, timely care rather than promote emergency room visits.

As a practice, we are committed to identifying your needs and implementing preventive healthcare measures to keep you healthy.

You should know that Valley Diagnostic Medical Center is a Patient Centered Medical Home certified by the National Committee on Quality Assurance (NCQA). This means that we work as a **team** to provide your healthcare. You, as the patient, are an integral facet of our partnership as we work to deliver you the best care possible.

As a patient centered medical home, we will help **coordinate** appointments, testing and procedures for you. We will communicate with specialists we refer you to and ensure that your transition of care is secured.

What is your role?

- **Call 911 for all emergencies!**
- Call Valley Diagnostic Medical Center **first** with any questions and/or concerns.
- Schedule regular office visits, screenings and follow-up visits.
- Be familiar with your insurance benefits, need for referrals and any restrictions/limitations.
- If you send messages through the patient portal, be aware that portal messages are monitored during office hours. Messages sent after hours will be addressed the next business day.
- Our physicians admit to Valley Hospital and we continue to see our own patients during their hospital stay. We will also contact you after your discharge to check on you and to schedule a follow-up appointment.
- If you see a specialist or had services done in another facility/hospital, please have the consult notes/labs and test results forwarded to our office so your chart is always updated.

Practice Office Hours:

Monday 8-8
Tuesday 8-8
Wednesday 8-5
Thursday 8-8
Friday 8-5

After Hours:

*To get in touch with our office after hours for any non-life threatening matters, call our main number **201-327-0500**. All calls are handled by our answering service and the doctor on call will respond promptly.*

Thank you for choosing Valley Diagnostic Medical Center. We are devoted to you as your health care providers and welcome this opportunity to partner with you in your care. Please contact us at 201-327-0500 with any questions. You are also encouraged to visit our website at valleydiagnosticmedical.com.