Christopher Beney MD PC

Welcome to our
NYS PATIENT CENTERED MEDICAL HOME (PCMH)

What is a Patient-Centered Medical Home?

It is a team approach to providing total health care at our office for you. There is a strong patient/provider relationship putting your health needs first. We work closely with your specialty providers to ensure you are getting the best care and all your needs are met. PCMH puts you the patient in the center of the care, allowing you to be active in your healthcare needs and decisions! PCMH focuses on quality care and preventive measures.

What does PCMH do for you?

Being a part of a Patient Centered Medical Home, encourages you to play an active role in your own health works to coordinate care between us, your primary care and your specialists such as setting up care with medical specialists, behavioral health specialists and at other facilities PCMH helps you the patient stay on top of not only your health conditions but your social and behavioral health needs as well. It provides you with tools such as educational material or other literature to assist in your self-management of your or your family member's health using evidence-based guidelines. We can assist you with healthcare coverage and get you in touch with insurance payer representatives.

Please see our website for more information
www.mdlockport.com

Who is part of your Patient-Centered Medical Home Team?

~Your health care provider
~All other staff at our office. Our nurses, medical assistants, Behavioral Healthcare manager in our collaborative care model (CoCM), our medical receptionists, and our Remote Patient Monitoring Team (RPM).
~Most importantly – **YOU!** You are the most important person on your health care team. Patient-centered is a way of saying that you are the focus of your health care.

Your Medical Team here at the practice consists of:

Christopher Beney MD
Chad Shepherd DNP FNP
Karey M. Schmelz RPA-CC
Shannon McCrory DHED, CPNP-PC
Lindsey Thering RPA-C
Christopher Pease RPA-C
Emma Harrington FNP
Mary Schriever RPA-C
Aaron Mruk FNP
Integral Health for your behavioral health needs
Brook Health for your remote patient monitoring needs

How to contact us

Locations

1149 Lincoln Ave.
Lockport, NY 14094

335 High St.
Wilson, NY 14172

Phone

716-433-2674
Phone Hours are Monday through Friday 8:30am-4:30pm.
Phones close from 12pm-1pm for lunch.

FAX

716-433-2677

How to get in contact with us after hours

If a need arises during our lunch hour, before/after phone hours, or on the weekends, please call us at our office number and our answering service will assist you, taking your information and having our on-call provider contact you.
We also have a patient portal you can access from our website for easy non-emergency communication with the practice.

Lobby Hours for Locations

	Lockport	Wilson
Monday	7:20am-5pm	Closed
Tuesday	7:20am-6pm	7:40am-5:20pm
Wednesday	7:20am-5pm	8:40am-11:20am
Thursday	7:20am-6pm	8am-5pm
Friday	7:20am-5pm	Closed
Saturday	9am-11:20am by appt only	Closed
Sunday	Closed	Closed

What do you need to do as part of your Patient-Centered Medical Home team?

1. Keep your medical home providers informed!
2. Be engaged with us, please work with your health care provider to provide your complete medical history.
3. Set goals and plans for yourself with your provider. Follow the healthcare goals and plans you discuss. If you feel something is not working, please discuss it with your provider so adjustments can be made.
4. Let your health care provider know about care you receive from other health care professionals outside of our practice
5. Bring an updated medication list with you to each visit.
6. Call your medical home first with any questions about your health and appointment requests before you go to an Urgent Care Center or Emergency Room!
7. Let your medical home know if you have been in the hospital. Call your provider as soon as you are discharged from the hospital to set up appropriate follow-up visits.

Quality

Being a Patient Centered Medical Home (PCMH), we take pride in the quality of care we give our patients. This not only includes the quality of care you get in the office, but also with our Quality Improvement Team (QI). Our team works hard as a member of the PCMH team to ensure your understanding of all preventive testing and will follow up with you and assist on getting services booked. We also offer services here such as Diabetic Eye Exams. Our QI team reviews patient outcomes quarterly including proactively reaching out to patients needing care rather than waiting for patients to come in. Our QI team works to send out patient surveys after each visit, and we review all responses. We welcome all feedback to help us improve for you, our patient.

Electronic Records

Our providers and staff obtain your medical records from your specialists. We work with Healthelink and maintain relationships with your specialists, so we have copies of your medical records to ensure all involved in your care have all the documentation needed. We make sure we have consultation reports and or any testing that you may have had outside of our office.

Recently admitted to a hospital or Rehab facility?

Our transitions of care (TOC) nurse will reach out to you for a follow-up and help coordinate any care needed. To reach our TOC nurse please call our office number at 716-433-2674 option 5