

# Montefiore

## Sickle Cell Center for Adults (SCCA)

### Welcome and Orientation



**SCCA Team**

The Adult Sickle Cell Program at Montefiore is pleased to welcome you into our practice. Our practice places adults with Sickle Cell Disease in the center of their own health care. Nurse practitioners, physicians, a patient educator and a social worker follow our patients in the Clinic, in the Emergency Department, and on inpatient units. The Sickle Cell Team manages the medical and social service needs of our sickle cell patients.

#### **Clinic Hours:**

GGB: Tuesday 9:00am -12:00 Noon & Friday 11:30am to 3:00pm

FCC: Wednesday 8:30am – 4:00pm

FCC: Thursday & Friday 8:30am-12:00 Noon

#### **Appointment Information:**

##### **Montefiore Medical Park /Green Glass Building (GGB)**

1695 Eastchester Road

Bronx, NY 10461

Phone: [REDACTED]

##### **Family Care Center (FCC)**

[REDACTED]

[REDACTED]

[REDACTED]

Phone: [REDACTED]

**For questions regarding treatment concerns or to speak to a medical provider:**

Monday – Friday

8:00am - 5:30pm

Phone: [REDACTED]

**Please Allow 72 hours for all refill requests:**

Phone: [REDACTED]

**For social work related matters:**

Phone: [REDACTED]

**It is highly recommended for better communication to sign up for the online health management tool MyChart where you can request appointments and refills through the Montefiore MyChart App. Please request an activation code at the front desk.**

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## **Sickle Cell Center for Adults Mission**

**To provide exceptional, seamless, comprehensive, compassionate and individualized care, education, counseling, and research for people living with sickle cell disease.**

**At our practice, you have the right to:**

- Be treated in a caring way
- Make your own decisions
- Talk to your health care provider alone
- Have things explained in a way that you understand
- Have access to your medical information

**In turn, you are responsible for:**

- Keeping appointments and cancelling appointments in advance
- Telling us about your current symptoms and health history to help us treat you
- Following treatment plans that you develop with your health provider
- Asking questions about your care

**Below is a list of frequently asked questions and answers about our practice. If you have a question that is not listed below, feel free to ask any of our staff. We look forward to having you in our practice.**

**Q: What services does the practice provide?**

**A: The Sickle Cell Clinic provides consistent outpatient care for your Sickle Cell disease. This includes:**

- Preventive care
- Acute and chronic illness care
- Sexual health
- Wellness programs
- Substance Abuse
- Multidisciplinary Pain & Wound Care Clinics
- Subspecialty referral care (such as orthopedics and ophthalmology)& assistance finding primary care providers

**In addition we provide:**

- Behavioral health counseling
- Social service assistance
- Weekly support groups

As part of the program patients are also seen for consultations during inpatient admissions at Montefiore Hospitals (Moses, Einstein and Montefiore North). Consultations include health maintenance; Sickle Cell specific care such as hydroxyurea therapy; and basic pain management.

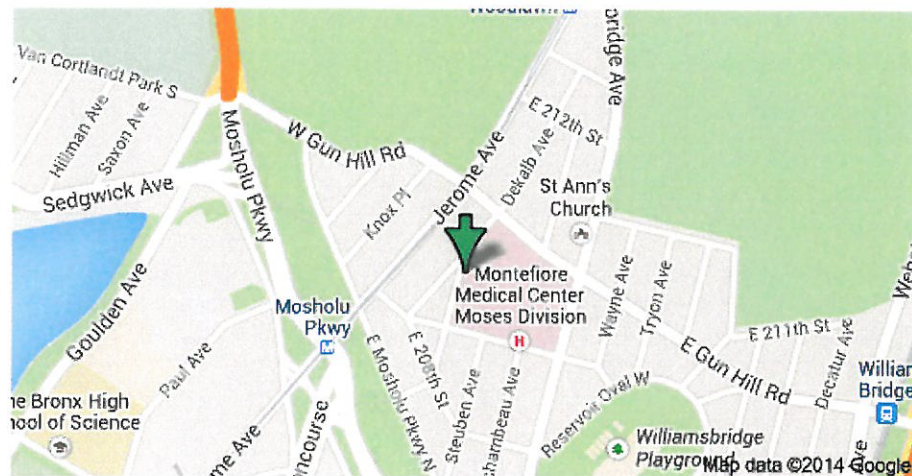
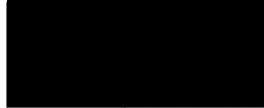
**Q:** Are services confidential?

**A:** Yes, we will only share your information with family or caretakers that you choose and other medical professionals with your consent.

**Q:** Where is the office located (including map and nearest public transportation)?

**A:** We have two office locations for your convenience. The Moses Campus office is located at the Family Care Center at the Montefiore Moses Division. There is also an office located at the East or Einstein/Weiler Campus. See directions below

#### Family Care Center (FCC)



#### **By Bus (Bronx)**

Take the Bx10, Bx16, Bx28, Bx30 or Bx34.

#### **By Bus (Westchester)**

Take the B-L 21, B-L 20x, B-L 20 or B-L 4

#### **By Train**

Take the No. 4 train to Mosholu Parkway Station or the D train to 205th Street (the last stop).

#### **By Car**

We are accessible from I-87 (Major Deegan Expressway), the Henry Hudson Parkway and the Bronx River Parkway. Garage and street parking are available. Call for detailed directions.

The Einstein Campus office is located at Montefiore Medical Park in the Green Glass Building:

**Montefiore Medical Park /Green Glass Building (GGB)**  
1695 Eastchester Road  
Bronx NY 10461



### **By Bus**

**Bx21** bus (Morris Park Avenue) to Eastchester Road for Weiler Hospital) and Williamsbridge Road for Montefiore Medical Park.

**Bx12** bus to Eastchester Road. Transfer at Eastchester Road to the Bx31 bus to Weiler Hospital or to Williamsbridge Road for Montefiore Medical Park.

The MTA Bus Company offers express bus service between Manhattan and the Bronx. The express buses stop at Eastchester Road for Weiler Hospital and Williamsbridge Road for Montefiore Medical Park. Call 718-330-1234 for schedules or check online at [mta.info](http://mta.info).

### **By Train**

**#5 train** (Lexington Avenue line) to East 180th Street. Pick up **Bx21** bus.

**D train** (IND) to Fordham Road (Grand Concourse). Pick up the **Bx12** bus and then the **Bx31** bus.

### **By Car**

#### ***From Westchester***

**Hutchinson River Parkway South to Pelham Parkway westbound.** Turn left on Eastchester Road. Continue to Weiler Hospital, to Montefiore Medical Park on Eastchester, or turn right onto Blondell Avenue.

**Bronx River Parkway South** to the Cross County Parkway East to Hutchinson River Parkway South to Pelham Parkway westbound. Turn left on Eastchester Road. Continue to Weiler Hospital, to Montefiore Medical Park on Eastchester, or turn right onto Blondell Avenue.

#### ***From Manhattan***

**FDR Drive to Triboro Bridge** to I-278 East/Bruckner Expressway to Sheridan Expressway/I-895 Northbound. Exit at East 177 Street/East Tremont Avenue. Merge onto Devoe Avenue, turn right on East Tremont Avenue, slight left on Silver Street, which becomes Eastchester Road. Continue to Weiler Hospital, to Montefiore Medical Park on Eastchester, or turn right onto Blondell Avenue.

**Q:** What providers are available to care for patients with sickle cell disease?

**A:** We have a variety of doctors, nurse practitioners and a social worker dedicated to Sickle Cell care at our clinic. We treat patients from young adults to older adults.

**Q:** What are the office hours (including walk-in options, if available)?

**A:** Tuesday from 9:00am -12:00pm, Wednesday from 8:30am-4:00pm, Thursday from 8:30am- 12:00pm & Friday from 8:30am- 12:00pm at **(FCC)** & 11:30am – 3:00PM **(GGB)**  
Patients should call in advance for an appointment. Nurse practitioners and doctors are available for phone consultation. In case of an emergency please call 911 or visit the Emergency Department.

**Q:** Are there after-hours call-in options?

**A:** Nurse practitioners and social worker are available to answer questions via phone after clinic hours. Please call [REDACTED] for medical concerns or requests during this time. In case of an emergency please call 911 or visit the Emergency Department.

**Q:** How do I schedule, reschedule, or cancel an appointment?

**A:** Please call [REDACTED] and ask about signing up for **MYCHART** where you can schedule appointments online or via a mobile app.

**Q:** What insurance is accepted?

**A:** Montefiore accepts most types of health insurance plans, HMOs and managed care plans. Below is a list of the most common plans accepted at Montefiore (if you do not see your plan listed, please call Montefiore to find out if the plan is among those accepted by the medical center):

|                            |                                   |
|----------------------------|-----------------------------------|
| 1199 National Benefit Fund | MagnaCare                         |
| AETNA                      | Medicaid                          |
| Affinity Health Plan       | Medicare                          |
| Atlantis Health Plan       | MetroPlus (cardiac services only) |
| CIGNA                      | MultiPlan                         |
| Elderplan                  | Neighborhood Health Plan          |
| Empire BCBS                | Oxford                            |
| Fidelis Care               | Railroad Medicare                 |
| GHI HMO                    | Touchstone PSO                    |
| GHI PPO                    | United Health Care Empire Plan    |
| Great West                 | United Health Care                |
| HealthFirst                | VidaCare                          |
| HealthPlus                 | Emblem Health                     |
| HIP                        | WellCare                          |

**Q:** How much do visits cost?

**A:** Please consult insurance provider for costs associated with treatment. There is a sliding scale fee for those who are uninsured.

**Q:** What should I bring for my first appointment?

**A:** Bring identification, insurance card, a referral and any medical records you have to your first visit.

**Q:** What if I am taking a controlled substance for my symptoms?

**A:** We have an interdisciplinary Pain Management clinic which you are welcome to attend. We care about your safety and use best practices when it comes to pain management and prescription opiates including a controlled substance agreement.

**Q:** What resources are available to assist me to learn about wellness and self-care (e.g., nutrition and fitness classes, support groups, special apps or websites local community resources)?

**A:** We have a monthly support group for Adult Sickle Cell patients. Please see information below and additional resources for information on Sickle Cell Disease.

## **Sickle Cell Patient Support Group**

**Meeting for encouragement, education and socialization**

Support group meetings take place on a monthly basis on Thursdays. Meetings are held at Montefiore Medical Center and are facilitated by the Sickle Cell Program Social Worker. All Adult Sickle Cell Patients are encouraged to attend.

### **Additional Resources:**

National Institute of Health: <http://www.nhlbi.nih.gov/health/health-topics/topics/sca/>

Sickle Cell Disease Association of America: <http://www.sicklecelldisease.org/index.cfm>

Sickle Cell Information Center: <https://scinfo.org/>

Candice's Sickle Cell Fund: <http://www.candicesicklecellfund.org/>

Queens Sickle Cell Advocacy Network (QSCAN): <http://www.qscan.org/>

Sickle Cell Thalassemia Patients Network (SCTPN): <http://www.sctpn.net/1viralvoice/>