

Patient Welcome Packet

General Information



Griffin
FACULTY PHYSICIANS

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Medical Emergencies

A visit to our primary care office will typically take less time and result in a lower out-of-pocket expense when compared to an Emergency Room.

Below is a guide to help you distinguish emergencies from routine care.

- **Emergency care** is provided in a hospital emergency room when life or long term health is at risk, for example:
 - Fractures and head injuries
 - Unconsciousness
 - Severe burns
 - Serious injury or bleeding
 - Severe breathing difficulties
 - Stroke
 - Symptoms of a heart attack

We are here for you 24/7. If you have an urgent health need, please call us. **Urgent Care can be provided by your PCP** and involves non-life threatening illness or injury that needs prompt medical attention, but is not an immediate threat to your health. We reserve same-day appointments for minor illnesses such as colds, coughs, flu-like symptoms, earaches, headaches, back or joint pain, fevers, sprains and other minor injuries. If these occur after hours, we have an on-call physicians you can speak with.

When a medical emergency occurs, it's not always easy to think straight. If time allows, call us first. We can help you determine if you should go to the Emergency Room or see your PCP. If you think you are having a heart attack or stroke, call 911 or seek medical attention immediately. Below are warning signs to help guide you.

Heart Attack

Warning Signs in Men and Women

Watch for THE SIGNS

Most common IN MEN...

- Discomfort or tingling in arms, back, neck, shoulder or jaw
- Chest pain
- Shortness of breath

Additional symptoms, most common IN WOMEN...

- Sudden dizziness
- Heartburn-like feeling
- Cold sweat
- Nausea or vomiting
- Unusual tiredness

Stroke

Every minute counts, so act F.A.S.T.

- F ace drooping
- A rm weakness
- S peech difficulty
- T ime to call 911



Five Reasons Why You Should See Your Doctor Every Year

As your partners in health, we believe a yearly visit to your doctor is a critical piece of maintaining and managing your health for the long-term. Our focus on wellness exams at Griffin Faculty Physicians is on the *prevention* of serious diseases, so you stay healthy, avoid or delay the onset of diseases, and take control of your health. Below are the top five reasons why you should see your doctor each year:

1. **Establish baselines.** Getting a routine physical will help establish a baseline that will aid you and your doctor in making future healthcare decisions. Further, having regular check-ups can uncover changes in your health over time.
2. **Strengthen relationship between you and your doctor.** People who get along with their doctors are more likely to go see them, be honest with them and listen to their advice. To get the most out of your annual exam, it's important to talk openly with your doctor so that he or she can personalize your care.
3. **Set your health goals and work with your doctor to achieve them.** As your personal care partner, your doctor will play an important role in helping you set and achieve your health goals for the near and short term. Similar to financial planning, setting personal health goals is an important part of planning for your future.
4. **Educate Yourself.** Use the annual exam to ask questions about your health, and learn more about your body and what you should be aware of. The more you know, the better you'll be able to identify any possible warning signs in the future.
5. **Discuss Screenings.** When it comes to your body, what you don't know could in fact hurt you. The annual wellness exam is a good time to talk about what screenings might be right for you, including those that may not be top of mind, such as a colonoscopy or osteoporosis screening.

Note: If you are a Medicare recipient, you are entitled to an annual wellness exam at no cost. If you have commercial insurance, you are entitled to an annual exam every year or every other year, generally at no cost to you. **Please call your insurance company to clarify any questions about your coverage.**



Primary Care Offices

Thank you for choosing us as your Primary Care Provider.

Office hours are subject to change. Please call ahead for an appointment.

Location	PCP	Phone	Hours	
Ansonia 111 Wakelee Ave, 1 st Floor Ansonia, CT 06418	<ul style="list-style-type: none"> • Neha Malik, MD • Sangeetha Rajan, MD 	(203) 308-2781	Mon Tues Wed Thurs Fri	8:00 – 4:00 8:00 – 6:30 8:00 – 4:00 8:00 – 4:00 7:30 – 1:00
Shelton 330 Bridgeport Ave Shelton, CT 06484	<ul style="list-style-type: none"> • Samuel Streit, MD • F. Peter Swanson, MD • Kenneth Ward, MD • Elliot Mathias, MD • Patsy Gerckens, PA 	(203) 929-7331	Mon Tues Wed Thurs Fri Sat	8:30 – 4:30 8:30 – 4:30 8:30 – 4:30 8:30 – 4:30 8:30 – 4:30 AM - times vary
Naugatuck 131 Bridge St. Naugatuck, CT 06770	<ul style="list-style-type: none"> • Victoria Costales, MD • Matt Balanda, APRN 	(203) 729-0755	Mon Tues Wed Thurs Fri	9:00 – 5:00 9:00 – 5:00 10:00 – 6:00 9:00 – 5:00 7:30 – 3:30
Oxford 144 Oxford Road Oxford, CT 06478	<ul style="list-style-type: none"> • Shobha Jagadeesh, MD 	(203) 888-5527	Mon Tues Wed Thurs Fri	8:00 – 4:30 8:00 – 4:30 8:00 – 4:30 8:00 – 4:30 8:00 – 4:30
Seymour Klarides Village 1 Klarides Village Dr. Seymour, CT 06483	<ul style="list-style-type: none"> • Shyla Muriel, MD 	(203) 888-5470	Mon Tues Wed Thurs Fri	8:00 – 4:00 1:00 – 4:30 9:00 – 5:00 9:00 – 12:00 8:00 – 3:00
Shelton Ivy Brook Medical Center 2 Ivy Brook Rd. #115 Shelton, CT 06484	<ul style="list-style-type: none"> • Elizabeth Arbia, MD • Shyla Muriel, MD • Holly Major, APRN 	(203) 924-5540	Mon Tues Wed Thurs Fri	8:00 – 5:30 8:00 – 5:30 8:00 – 5:30 1:00 – 5:00 8:00 – 5:30
Southford Southford Medical Center 30 Quaker Farms Rd Ste 1 Southbury, CT 06488	<ul style="list-style-type: none"> • Richard N Biondi, MD • Neetu Nebhwani, MD • Matt Balanda, APRN 	(203) 262-9300	Mon Tues Wed Thurs Fri	9:00 – 5:00 9:00 – 5:00 9:00 – 5:00 9:00 – 5:00 9:00 – 4:00

See reverse side for Griffin Hospital Lab and Imaging hours and locations.



Griffin Hospital Lab and Imaging Locations

For your convenience, you can have your blood drawn right at your Griffin Faculty Physicians office! Please call ahead to make an appointment during normal business hours. For additional lab and imaging services, please refer to the list below.

	Phone	Address	Hours	Services
Griffin Hospital	203-735-7421	130 Division St. Derby, CT	<ul style="list-style-type: none"> • Monday - Friday 6:30am - 7:00pm • Saturday 7:00am - 12:00pm 	<ul style="list-style-type: none"> • Complete radiology and cardiology services • Laboratory Drawing Station
Hewitt Center for Breast Wellness	203-732-1300	350 Seymour Ave., Ste 102 Derby, CT	<ul style="list-style-type: none"> • Monday - Friday 8:15 - 4:30 	<ul style="list-style-type: none"> • Comprehensive breast imaging services
Ivy Brook Imaging Center	203-732-1440	2 Ivy Brook Rd. Shelton, CT	<ul style="list-style-type: none"> • Monday - Friday 8:00am - 5:00pm 	<ul style="list-style-type: none"> • X-ray, MRI, CAT, ultrasound • Laboratory Drawing Station • EKG Services
Ansonia Blood Draw Station	203-732-0133	22 Westfield Ave. Ansonia, CT	<ul style="list-style-type: none"> • Monday - Friday 8:00am - 4:30pm <i>(Closed for lunch 12:30-1:00pm)</i> 	<ul style="list-style-type: none"> • Laboratory Drawing Station
Southford Blood Draw Station	203-264-2230	30 Quaker Farms Rd. Southbury, CT	<ul style="list-style-type: none"> • M, Tu, Th 7:30am - 3:30pm <i>(Closed for lunch 12:30-1:00pm)</i> • Friday 7:30am - 11:00am • Closed Wednesday 	<ul style="list-style-type: none"> • Laboratory Drawing Station • EKG Services

Using the Griffin Faculty Physicians Patient Portal

**THE PORTAL IS NOT INTENDED FOR URGENT NEEDS.
PLEASE CALL THE OFFICE FOR ALL URGENT ISSUES.**

Information at your fingertips!

Sign up for our online patient portal and get 24/7 access



Go to <http://www.griffinfacultyphysicians.org/>



Click “Patient Portal” in the top right corner of the screen



Click “Sign Up Today”



Need help getting started? Call 203-732-1330

- Request prescription refills
- Retrieve test results
- Update personal health information
- View educational content
- Review billing statements
- Exchange secure messages with us
- Update your contact and insurance information
- Read/print important forms
- Make secure credit card payments

NOTE: To complete the registration process, you must be able to answer an automated phone call to the number you have listed as your primary phone number. This is for security purposes only.



Insurance Information

- **Insurance Accepted:** We accept most major insurance plans, including Medicare, Medicaid, Blue Cross/Blue Shield, Aetna, Cigna and United Healthcare. If you are not insured by a plan we accept, payment in full is expected at each visit. If you are insured by a plan we accept, but don't have an up-to-date insurance card, payment in full for each visit is required until we can verify your coverage.
- **Know Your Coverage:** Knowing your insurance benefits is your responsibility. Insurance coverage varies between insurers and specific plans. If you have questions about your coverage, please contact your insurance company.
- **Uninsured:** There are many ways to receive affordable healthcare. If you do not have insurance coverage, payment in full is expected at each visit. Please visit www.accesshealthct.com, or call 1-855-909-2428, to learn about health insurance plans that may be available in Connecticut.
- **Copayments and Balances:** Co-payments, insurance and deductibles must be paid at the time of service. We accept cash, checks and most credit cards.

Understanding Insurance Terminology

- **Deductible:** Deductible is the amount you pay for health care service before your health insurance begins to pay. For example if you have a \$1000 deductible, you are responsible to pay the first \$1000 of medical expenses.
- **Coinsurance:** Coinsurance is your share of the cost of a health care service after your deductible is met. For example: You have met your deductible and have 20% coinsurance. Your health insurance plan rate is \$100 for an office visit, your share will be \$20 and the health insurance will pay \$80.
- **Copayment:** Copayment is a fixed amount you pay for a covered health care service. This amount varies between plans and many times is different for a PCP visit and a Specialist visit. For example: Your plan has a \$20 PCP Copay/\$40 Specialist Copay. Please note that your health insurance carrier may waive your copayment for certain preventative visits.
- **Preventative Services:** Most health insurance plans waive copays and coinsurance for preventative visits and some preventative tests. ***Please check with your insurer to determine what is covered as "preventative."***

Our Specialist Team

At Griffin Faculty Physicians, we will coordinate your care across multiple specialties. Below is a list of some of our specialists who are on hand to support your health as needed. If you are in need of a type of specialist not listed, please contact us and we'll refer you to a preferred provider. If you see a specialist or any other provider, please be sure to provide them with the name and contact information of your primary care physician (PCP). Depending on your insurance, you may need a referral.

<p>Bariatric Surgery</p> <p>Griffin Hospital 130 Division St Derby CT 06418 203-732-7108</p>   <p>Rishi Ramlogan, MD Jill Tanner, APRN</p>	<p>Breast Surgery/Wellness</p> <p>Hewitt Center for Breast Wellness 350 Seymour Ave. Suite 103 Derby CT 06418 (203) 732-7233</p>  <p>Denise Barajas, MD</p>	<p>Cardiothoracic Surgery</p> <p>Griffin Hospital 130 Division St., Fl 1 Derby CT 06418 (203) 732-1352</p>  <p>Richard P. Salzano, MD</p>	<p>Cardiology</p> <p>67 Maple Ave., Fl 1 Derby CT 06418 (203) 732-1257</p>  <p>Kenneth V. Schwartz, MD</p>
<p>Gastroenterology</p> <p>Gastroenterology Specialists 22 Westfield Ave., Fl. 2 Ansonia CT 06401 (203) 736-9919</p>   <p>Jeffrey T. Dreznick, MD Harold Schwartz, MD</p>  <p>Jonathan Simon, MD</p>	<p>General Surgery</p> <p>Hewitt Pavilion 350 Seymour Ave. Suite 101 Derby, CT 06418 (203) 732-3443</p>   <p>Ihor N. Ponomarenko, MD Rishi Ramlogan, MD</p>  <p>Leland J. Soto, III, MD</p>	<p>Geriatrics</p> <p>67 Maple Ave., Fl. 1 Derby, CT 06418-1336 (203) 732-7328</p>  <p>Alison McElhone, MD</p>  <p>Susan Ade, APRN</p>	<p>Urology</p> <p>300 Seymour Avenue Suite 102 Derby, CT 06418 (203) 732-2651</p> <p>9 Washington Ave. Ste. 3A Hamden, CT 06518 (475) 227-3614</p>   <p>Grace Biggs, MD Joseph Camilleri, MD Female Pelvic Medicine</p>  <p>Jennifer Pielech, PA</p>