



Choosing a Primary Care Physician

At Independent Health, we understand the health care system is complex. One way to make it simpler is to choose a primary care physician (PCP) – someone who can properly coordinate your care and serve as the central source for information and guidance on all matters of your health and well-being.

QUESTIONS TO CONSIDER WHEN CHOOSING A PCP

Your age, gender and any special needs you have are important to consider when choosing a PCP. As you begin your search, consider the following:

- **Do you have a medical condition that requires special attention?**

If so, you might consider a PCP with a sub-specialty (e.g., cardiology if you have a heart condition).

- **Has a friend or family member mentioned a favorite doctor?**

Ask them to tell you about their experiences.

- **Are evening and weekend hours available, and same-day appointments if necessary?**

This could help you avoid going to urgent care or the emergency room.

- **Can he/she admit you to a local hospital and follow you as an inpatient?**

Make sure your PCP has privileges at a reputable hospital in your area.

- **Do you feel comfortable and satisfied with the office environment, policies and procedures?**

Ultimately, the best way to decide is to visit or call the practice to ask questions.

While you have the freedom to seek care from any provider in Independent Health's network, you also have access to a group of high-performing physicians who surpass their peers in delivering better care.

Learn More on Next Page



THE PRIMARY CONNECTION®

Selecting a PCP from The Primary Connection means you'll receive the right care in the right setting. That's because this select group of physicians is committed to:

- **Providing 24/7 access to team-based care** for routine and urgent needs, including a doctor, physician assistant or nurse practitioner, registered nurses and other professionals.
- **Coordinating care among other providers**, including specialists, health care facilities and community-based organizations, when needed.
- **Using current medical evidence and information** as the basis for their decisions.
- **Continually identifying ways to improve** the care they provide and their patients' experience.

Together, Independent Health and The Primary Connection work together to challenge and inspire our providers so that you get the best patient care experience possible. It's just another way we're here to help you get and stay healthy.



IT'S EASY TO FIND A PCP!

Visit independenthealth.com/findadoctor to search through our full provider network, including those physicians who are part of The Primary Connection.

You may also obtain a copy of our provider directory by calling Member Services at (716) 631-8701 or 1-800-501-3439, Monday through Friday from 8 a.m. to 8 p.m.

It's all part of the RedShirt® Treatment.

