

Queens Long Island Medical Group
North Flushing office
Patient-Centered Medical Home
May 19, 2009



Flushing is a vibrant and colorful community in Queens NY with 175,000 residents.



Over half of Flushing's residents are Asian, predominantly Chinese and Korean.



Flushing shops include small grocers, Chinese herbalists, Starbucks and McDonald's.



The intersection of
Roosevelt Avenue
and Main Street
in Flushing
is the
third busiest in NYC.



QLIMG's North Flushing
office cares
for 9,000
community residents.



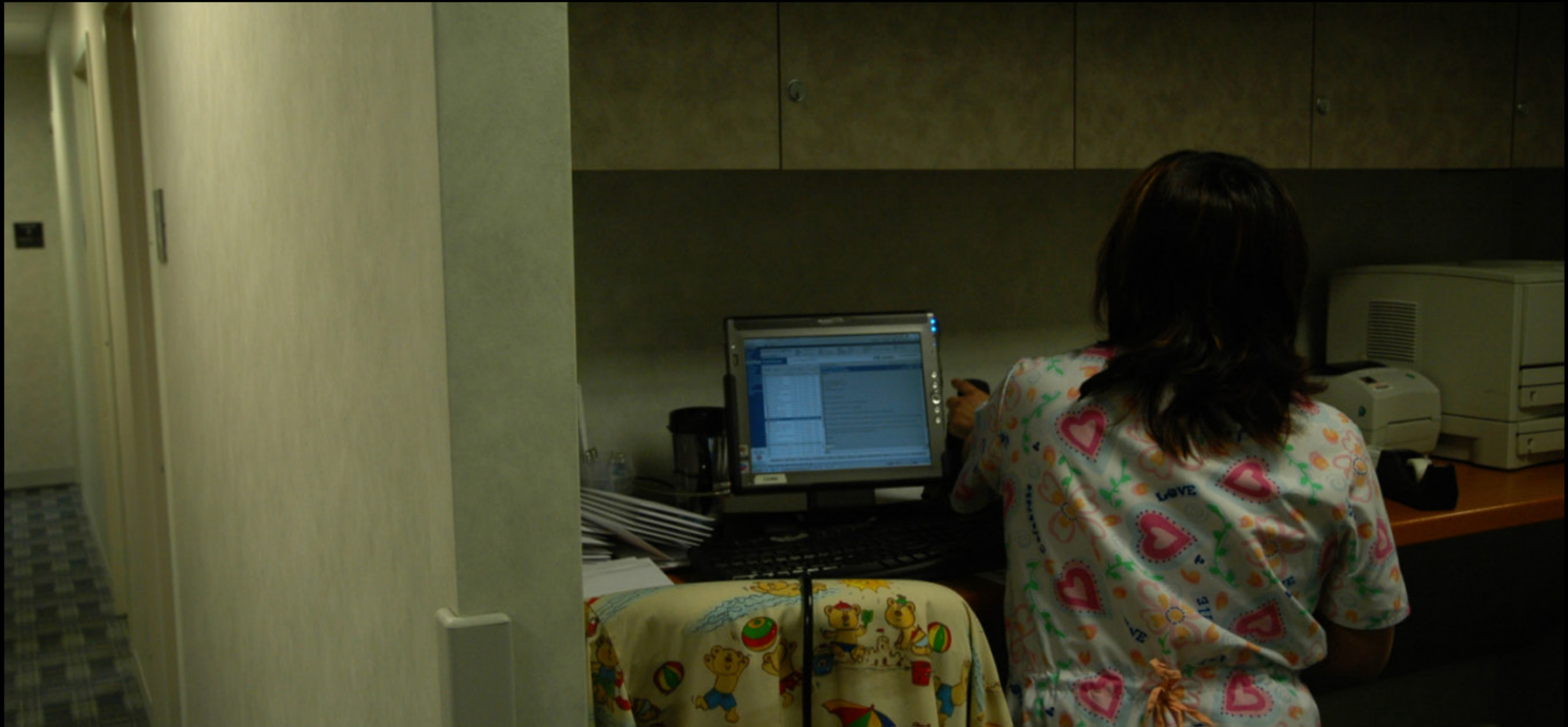
Even during the swine flu outbreak, the office was calm and there were few patients waiting for exam rooms.



Patients are escorted to exam rooms where staff and equipment come to them.



Dr. Parikh and other clinical staff have mobile access to medical records through out the office.



Unlike many practices,
each medical assistant has their own space.



The nurses' space.



Medical staff work in teams with each member working at the top of their training.



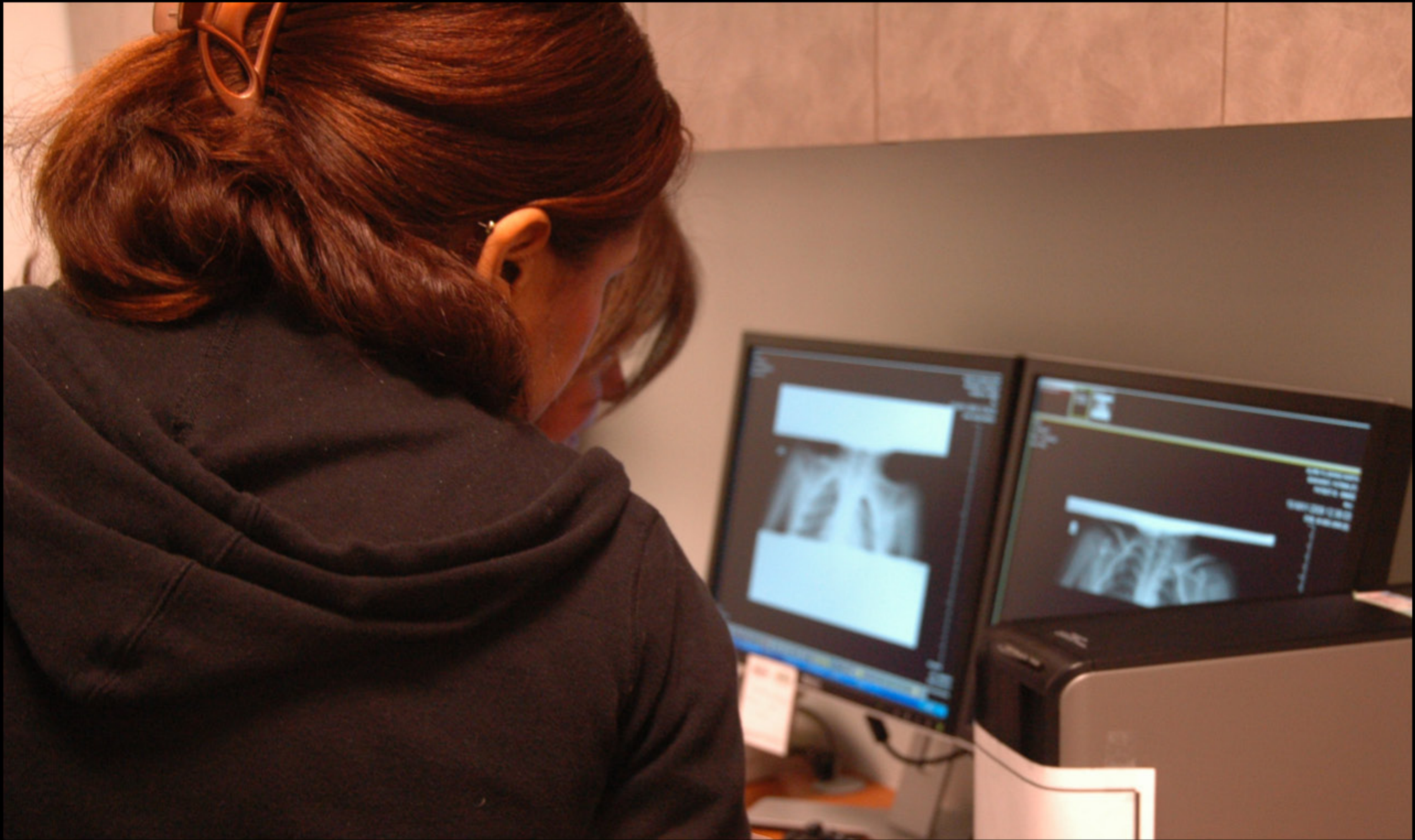
Testing and measurements
are standardized
as much as possible.



Most tests needed by patients are provided on-site and results are ready before they leave the visit.



Results of a urine test are read by a machine and directly entered into the patient's medical record which the doctor can see immediately. Treatment decisions can be made while the patient is in the office.



A team studying a patient's Xray taken minutes earlier compared with a previous image while he waits in the exam room.



They can decide if his current treatment is working or if a change is needed, before he leaves the office.



On-site wellness programs include a nutritionist and a behavioral health specialist for group and individual counseling.



Care is culturally appropriate.



There is an office in the lobby to screen patients for public program eligibility.



Screening for
public programs is a
medical home
standard.



NCQA medical home certification



QLIMG provides care that is continuous, comprehensive, coordinated and patient-centered.

Queens-Long Island Medical Group
[www.qlimg.com](http://www qlimg.com)

CT Health Policy Project
Medical Home page
www.cthealthpolicy.org/medicalhome