



# Einstein

HEALTHCARE NETWORK

## More than Medicine



### MEMBERS OF YOUR CARE TEAM

#### **Administrative Staff**

*Patient Services Representative  
Care Coordinator*

#### **Clinical Staff**

*Medical Assistant  
Nurses*

#### **Provider (s)**

*Medical Doctor (Faculty and/or Resident)  
Physicians's Assistant or Nurse Practitioner*

#### **Student (s)**

*Medical Student  
Nurse Practitioner Student  
Physician Assistant Student*

Dear Patient

Einstein Physicians values your time, and it is our goal to deliver the highest quality care in a timely manner. Our average patient visit in a physician office lasts between 60-90 minutes, depending on the needs of each patient. Our clinical facilities are recognized as a Patient Centered Medical Home where primary care is patient-centered, comprehensive, team-based, coordinated, accessible, and focused on quality and safety.

Thank you for being our patient and allowing Einstein Physicians to manage your healthcare needs.

Einstein Physicians - Einstein Healthcare Network

### OPTIMIZING THE PATIENT EXPERIENCE



### WHAT TO EXPECT DURING YOUR VISIT

#### YOUR VISIT BEGINS WITH YOUR CARE TEAM



GREETING AND CHECK-IN (FORM COMPLETION IF NEEDED)



GREETING AND ESCORT TO YOUR EXAM ROOM



RECORDING VITAL SIGNS (HEIGHT, WEIGHT, BLOOD PRESSURE, TEMPERATURE)  
UPDATING MEDICAL HISTORY  
PROVIDING CARE AS RECOMMENDED



PROVIDER VISIT



POST-PROVIDER CARE INSTRUCTIONS (PATIENT EDUCATION IF NEEDED)



CHECK-OUT AND DEPART ACTIVITIES



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### WHAT YOU HAVE ACCESS TO

- ✓ RECENT AND FUTURE VISITS
- ✓ PRESCRIPTIONS
- ✓ LAB RESULTS
- ✓ MEDICAL CONDITIONS
- ✓ VITAL SIGNS
- ✓ IMMUNIZATION RECORDS
- ✓ MEDICAL PROCEDURES
- ✓ VISIT SUMMARY

### HOW TO ACCESS THE PORTAL

[WWW.EINSTEIN.EDU](http://WWW.EINSTEIN.EDU)

Click on the MYEinsteinHealth icon at the top of the page

### TROUBLE WITH THE PORTAL

If your having technical difficulties or trouble logging in, please contact the Cerner Help Desk at (877) 621-8014

Dear Patient

Thank you for visiting one of our practices and allowing Einstein Physicians to manage your healthcare needs. Below is post-visit information that you may find helpful. Feel free to contact us with any questions.

Einstein Physicians - Einstein Healthcare Network

### MyEinsteinHealth - Patient Portal



### WHAT TO EXPECT AFTER YOUR VISIT



#### PATIENT PORTAL

If you signed up for the Patient Portal, check your email to complete the sign-up process. Please contact us if you did not receive an invitation.



#### LAB/TEST RESULTS

Results will be available on the portal 3 days after the labs are drawn. If you are not signed up on the portal, please contact us if the provider has not done so already to discuss your results.



#### FORMS

Forms will be completed within 7-10 business days. Fees for form completion must be received before forms are released.



#### REFERRALS

Referrals are completed within 3 business days. Urgent referrals will be expedited based on medical necessity as determined by your provider. There is no fee for referral processing.



#### PRESCRIPTIONS

Refills should be requested during your visit. If you run out between visits, call your pharmacy to request a refill. Refills may take up to 3 business days, unless determined otherwise by your provider



#### PRE-CERT AUTHORIZATIONS

Pre-Certifications and Authorizations for medications or services are submitted to the insurance company as soon as possible. You will be notified when the insurance company has responded to the request.