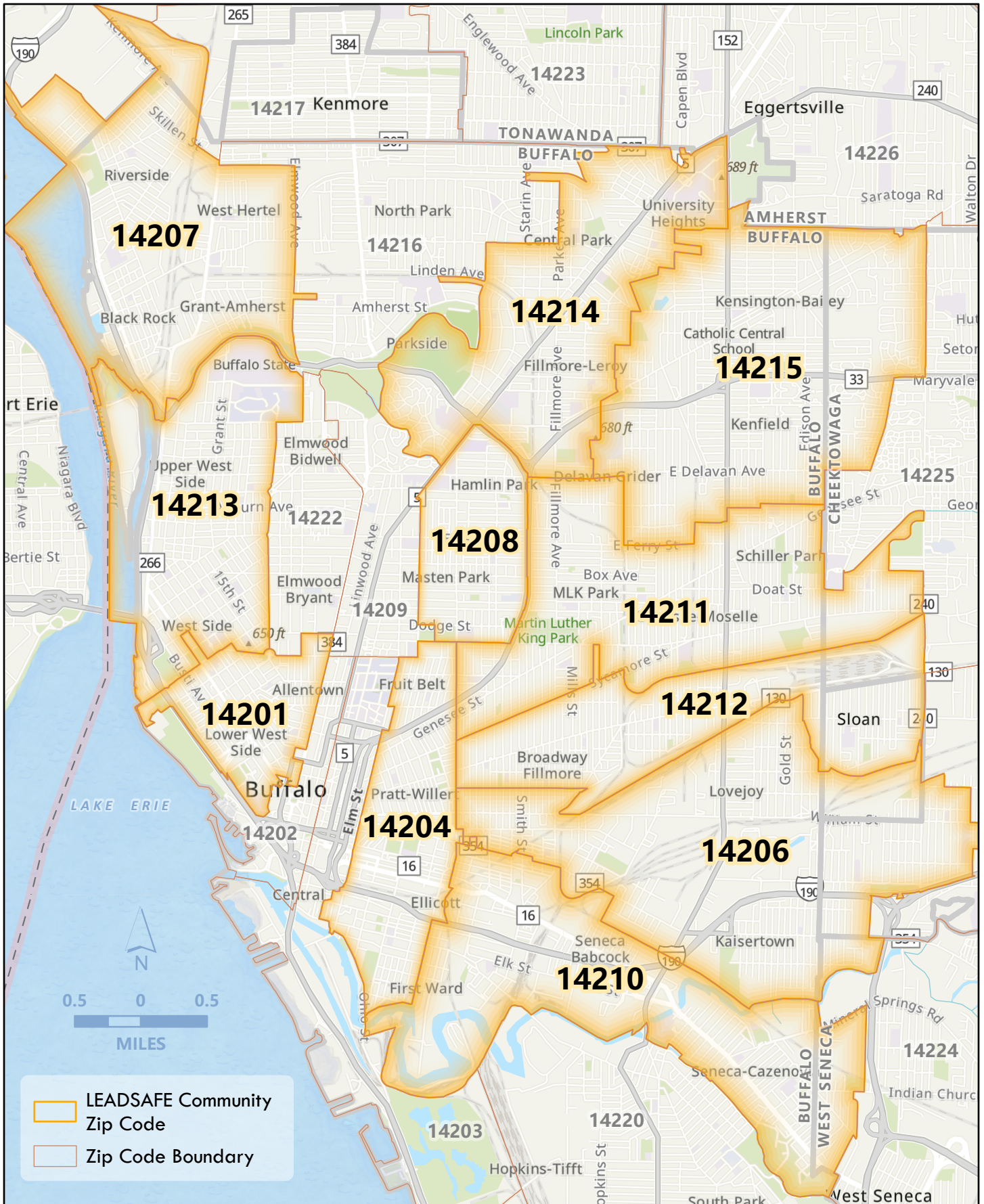


SUPPLEMENTAL DOCUMENTS

1. Map of Lead Communities of Concern
2. Reportable Disease List and Provisional Reportable Communicable Diseases
3. CHA Promotional Flyers
4. Catholic Health Brochures
5. Kaleida Health Brochures
6. ECMC Brochures



LEADS SAFE Erie County Communities of Concern 2024



Communicable Disease Reporting Requirements

Reporting of suspected or confirmed communicable diseases is mandated under the New York State Sanitary Code (10NYCRR 2.10,2.14). The primary responsibility for reporting rests with the physician; moreover, laboratories (PHL 2102), school nurses (10NYCRR 2.12), day care center directors, nursing homes/hospitals (10NYCRR 405.3d) and state institutions (10NYCRR 2.10a) or other locations providing health services (10NYCRR 2.12) are also required to report the diseases listed below.

| | | | | |
|--|--|--|--|--|
| Anaplasmosis | Cyclosporiasis | Hospital associated infections (as defined in section 2.2 10NYCRR) | C Poliomyelitis | Streptococcal infection (invasive disease) ⁵ |
| Amebiasis | C Diphtheria | Influenza, laboratory-confirmed | Psittacosis | Group A beta-hemolytic strep |
| C Animal bites for which rabies prophylaxis is given ¹ | E.coli O157:H7 infection ⁴ | Legionellosis | C Q Fever ² | Group B strep |
| C Anthrax ² | Ehrlichiosis | Listeriosis | C Rabies ¹ | Streptococcus pneumoniae |
| C Arboviral infection ³ | C Encephalitis | Lyme disease | Respiratory syncytial virus (RSV) laboratory-confirmed | C Syphilis, specify stage ⁷ |
| Babesiosis | C Foodborne Illness | Lymphogranuloma venereum | Respiratory syncytial virus (RSV) pediatric fatalities | Tetanus |
| C Botulism ² | Giardiasis | Malaria | Rocky Mountain spotted fever | Toxic shock syndrome |
| C Brucellosis ² | C Glanders ² | C Measles | C Rubella (including congenital rubella syndrome) | Transmissible spongiform encephalopathies ⁸ (TSE) |
| Campylobacteriosis | Gonococcal infection | C Melioidosis ² | Salmonellosis | Trichinosis |
| Chancroid | Haemophilus influenzae ⁵ (invasive disease) | Meningitis | Shigatoxin-producing E.coli ⁴ (STEC) | C Tuberculosis current disease (specify site) |
| Chlamydia trachomatis infection | C Hantavirus disease | Aseptic or viral | Shigellosis ⁴ | C Tularemia ² |
| C Cholera | Hemolytic uremic syndrome | C Haemophilus | C Smallpox ² | C Typhoid |
| Coronavirus COVID-19 (SARS CoV-2) | Hepatitis A | C Meningococcal | Staphylococcus aureus ⁶ (due to strains showing reduced susceptibility or resistance to vancomycin) | C Vaccinia disease ⁹ |
| C Severe Acute Respiratory Syndrome (SARS) | C Hepatitis A in a food handler | Other (specify type) | C Staphylococcal enterotoxin B poisoning ² | Varicella (not shingles) |
| C Middle East Respiratory Syndrome (MERS) | Hepatitis B (specify acute or chronic) | C Meningococemia | | Vibriosis ⁶ |
| Cryptosporidiosis | Hepatitis C (specify acute or chronic) | C Mpox | | C Viral hemorrhagic fever ² |
| | Pregnant hepatitis B carrier | Mumps | | Yersiniosis |
| | Herpes infection, infants aged 60 days or younger | Pertussis | | |
| | | C Plague ² | | |

WHO SHOULD REPORT?

Physicians, nurses, laboratory directors, infection control practitioners, health care facilities, state institutions, schools.

WHERE SHOULD REPORT BE MADE?

Report to local health department where patient resides.

Contact Person _____
 Name _____
 Address _____
 Phone _____ Fax _____

WHEN SHOULD REPORT BE MADE?

Within 24 hours of diagnosis:

- Phone diseases in bold type,
- Report all other diseases promptly to county health department where individual resides.
- In New York City use form PD-16.

SPECIAL NOTES

- Diseases listed in **bold type** **C** warrant prompt action and should be reported **immediately** to local health departments by phone followed by submission of the confidential case report form (DOH-389). In NYC use case report form PD-16.
- In addition to the diseases listed above, any unusual disease (defined as a newly apparent or emerging disease or syndrome that could possibly be caused by a transmissible infectious agent or microbial toxin) is reportable.
- Outbreaks: while individual cases of some diseases (e.g., streptococcal sore throat, head lice, impetigo, scabies and pneumonia) are not reportable, a cluster or outbreak of cases of any communicable disease is a reportable event.
- **Cases of HIV infection, HIV-related illness and AIDS (Stage 3) are reportable on the Medical Provider HIV/AIDS and Partner/Contact Report Form DOH-4189. The form may be obtained by contacting:**
 Division of Epidemiology, Evaluation and Partner Services
 P.O. Box 2073, ESP Station
 Albany, NY 12220-2073
 (518) 474-4284
 In NYC: New York City Department of Health and Mental Hygiene
 For HIV/AIDS reporting, call: (212) 442-3388

ADDITIONAL INFORMATION

1. Local health department must be notified prior to initiating rabies prophylaxis.
2. Diseases that are possible indicators of bioterrorism.
3. Including, but not limited to, infections caused by eastern equine encephalitis virus, western equine encephalitis virus, West Nile virus, St. Louis encephalitis virus, La Crosse virus, Powassan virus, Jamestown Canyon virus, dengue and yellow fever.
4. Positive shigatoxin test results should be reported as presumptive evidence of disease.
5. Only report cases with positive cultures from blood, CSF, joint, peritoneal or pleural fluid. Do not report cases with positive cultures from skin, saliva, sputum or throat.
6. Proposed addition to list.
7. Any non-treponemal test $\geq 1:16$ or any positive prenatal or delivery test regardless of titer or any primary or secondary stage disease, should be reported by phone; all others may be reported by mail.
8. Including Creutzfeldt-Jakob disease. Cases should be reported directly to the New York State Department of Health Alzheimer's Disease and Other Dementias Registry at (518) 473-7817 upon suspicion of disease. In NYC, cases should also be reported to the NYCDOHMH.
9. Persons with vaccinia infection due to contact transmission and persons with the following complications from vaccination; eczema vaccinatum, erythema multiforme major or Stevens-Johnson syndrome, fetal vaccinia, generalized vaccinia, inadvertent inoculation, ocular vaccinia, post-vaccinal encephalitis or encephalomyelitis, progressive vaccinia, pyogenic infection of the infection site, and any other serious adverse events.

ADDITIONAL INFORMATION

For more information on disease reporting, call your local health department or the New York State Department of Health Bureau of Communicable Disease Control at (518) 473-4439 or (866) 881-2809 after hours. In New York City, 1 (866) NYC-DOH1.

PLEASE POST THIS CONSPICUOUSLY

Provisional Reportable Communicable Diseases in Erie County

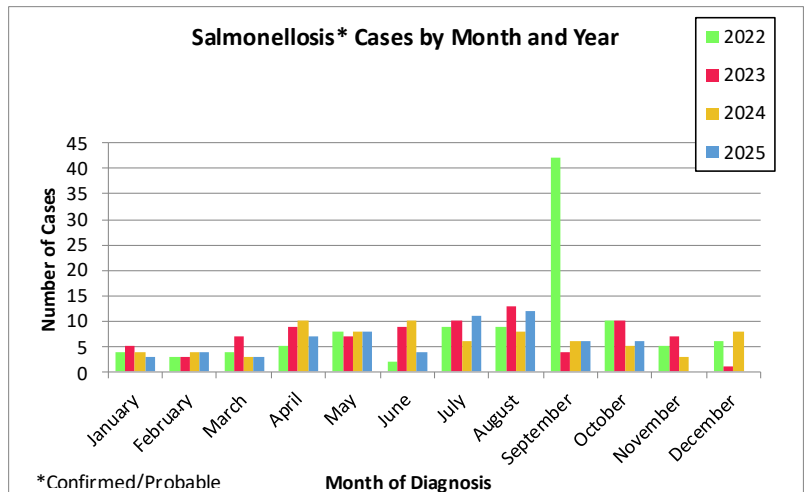
as of 11/25/2025

1. Selected Reportable Communicable Diseases in Erie County

Gastrointestinal Diseases

Salmonellosis* Cases

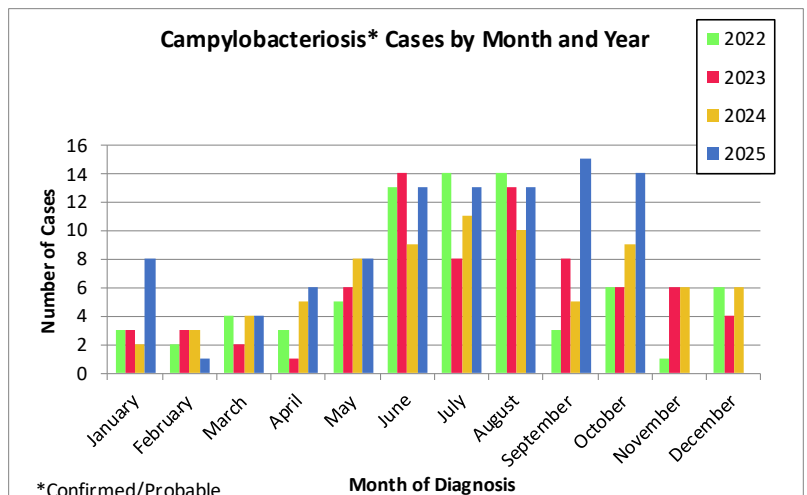
| Month | 2022 | 2023 | 2024 | 2025 |
|-----------|------|------|------|------|
| January | 4 | 5 | 4 | 3 |
| February | 3 | 3 | 4 | 4 |
| March | 4 | 7 | 3 | 3 |
| April | 5 | 9 | 10 | 7 |
| May | 8 | 7 | 8 | 8 |
| June | 2 | 9 | 10 | 4 |
| July | 9 | 10 | 6 | 11 |
| August | 9 | 13 | 8 | 12 |
| September | 42 | 4 | 6 | 6 |
| October | 10 | 10 | 5 | 6 |
| November | 5 | 7 | 3 | |
| December | 6 | 1 | 8 | |
| Total | 107 | 85 | 75 | 64 |



*Confirmed/Probable

Campylobacteriosis* Cases

| Month | 2022 | 2023 | 2024 | 2025 |
|-----------|------|------|------|------|
| January | 3 | 3 | 2 | 8 |
| February | 2 | 3 | 3 | 1 |
| March | 4 | 2 | 4 | 4 |
| April | 3 | 1 | 5 | 6 |
| May | 5 | 6 | 8 | 8 |
| June | 13 | 14 | 9 | 13 |
| July | 14 | 8 | 11 | 13 |
| August | 14 | 13 | 10 | 13 |
| September | 3 | 8 | 5 | 15 |
| October | 6 | 6 | 9 | 14 |
| November | 1 | 6 | 6 | |
| December | 6 | 4 | 6 | |
| Total | 74 | 74 | 78 | 95 |

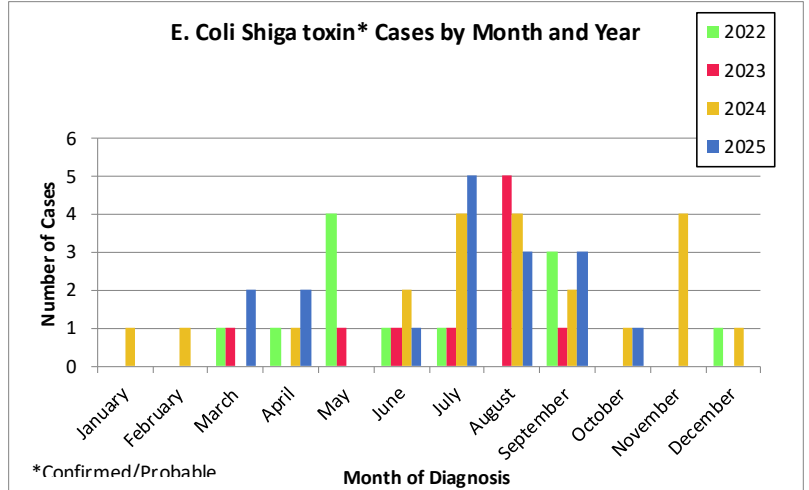


*Confirmed/Probable

E. Coli Shiga toxin* Cases

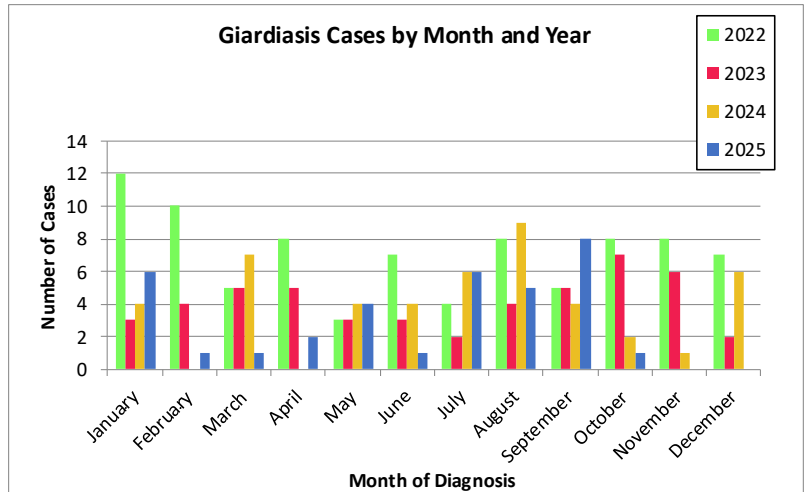
| Month | 2022 | 2023 | 2024 | 2025 |
|-----------|------|------|------|------|
| January | 0 | 0 | 1 | 0 |
| February | 0 | 0 | 1 | 0 |
| March | 1 | 1 | 0 | 2 |
| April | 1 | 0 | 1 | 2 |
| May | 4 | 1 | 0 | 0 |
| June | 1 | 1 | 2 | 1 |
| July | 1 | 1 | 4 | 5 |
| August | 0 | 5 | 4 | 3 |
| September | 3 | 1 | 2 | 3 |
| October | 0 | 0 | 1 | 1 |
| November | 0 | 0 | 4 | |
| December | 1 | 0 | 1 | |
| Total | 12 | 10 | 21 | 17 |

*Confirmed/Probable



Giardiasis Cases

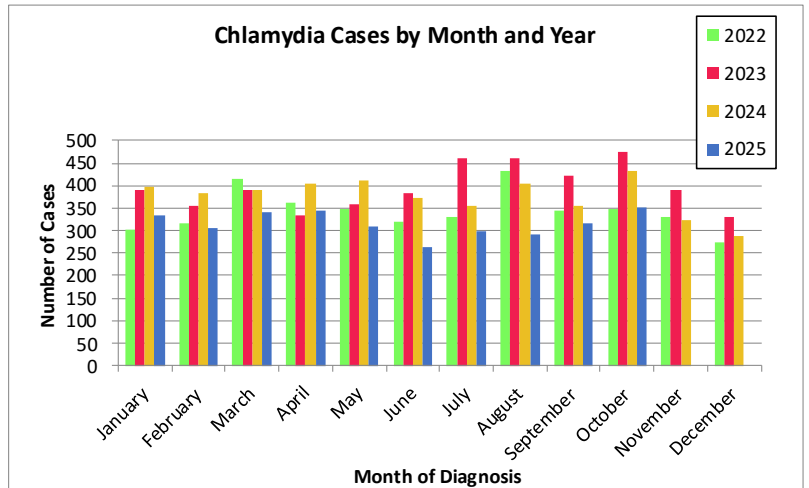
| Month | 2022 | 2023 | 2024 | 2025 |
|-----------|------|------|------|------|
| January | 12 | 3 | 4 | 6 |
| February | 10 | 4 | 0 | 1 |
| March | 5 | 5 | 7 | 1 |
| April | 8 | 5 | 0 | 2 |
| May | 3 | 3 | 4 | 4 |
| June | 7 | 3 | 4 | 1 |
| July | 4 | 2 | 6 | 6 |
| August | 8 | 4 | 9 | 5 |
| September | 5 | 5 | 4 | 8 |
| October | 8 | 7 | 2 | 1 |
| November | 8 | 6 | 1 | |
| December | 7 | 2 | 6 | |
| Total | 85 | 49 | 47 | 35 |



Sexually Transmitted Infections

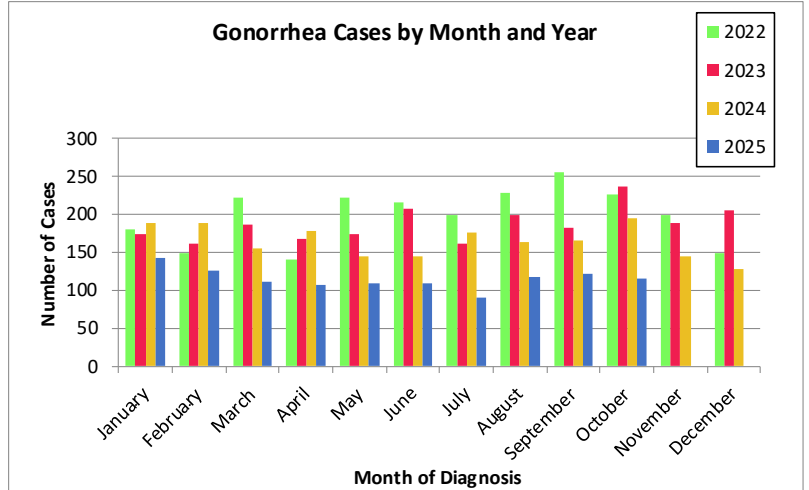
Chlamydia Cases

| Month | 2022 | 2023 | 2024 | 2025 |
|-----------|------|------|------|------|
| January | 303 | 389 | 396 | 334 |
| February | 316 | 356 | 383 | 305 |
| March | 415 | 390 | 391 | 342 |
| April | 361 | 335 | 404 | 345 |
| May | 347 | 360 | 412 | 310 |
| June | 318 | 384 | 373 | 264 |
| July | 329 | 460 | 356 | 299 |
| August | 432 | 462 | 404 | 291 |
| September | 343 | 421 | 354 | 315 |
| October | 347 | 476 | 431 | 350 |
| November | 329 | 390 | 323 | |
| December | 275 | 331 | 287 | |
| Total | 4115 | 4754 | 4514 | 3155 |



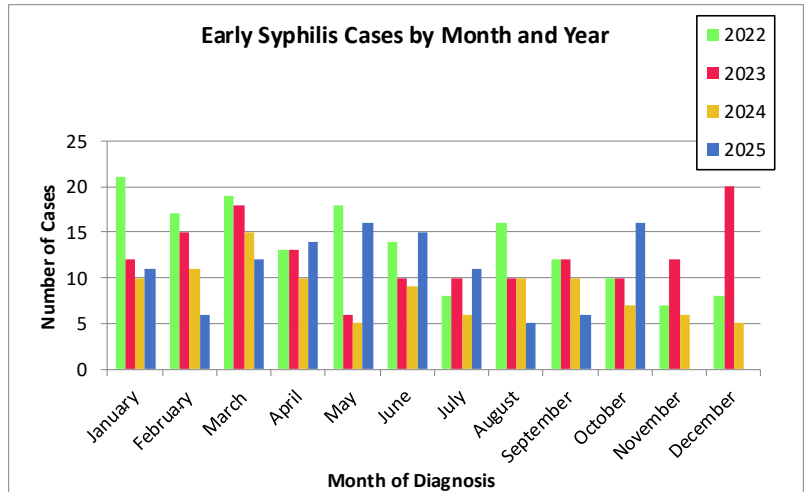
Gonorrhea Cases

| Month | 2022 | 2023 | 2024 | 2025 |
|-----------|------|------|------|------|
| January | 180 | 174 | 188 | 143 |
| February | 149 | 161 | 188 | 126 |
| March | 221 | 187 | 155 | 111 |
| April | 141 | 168 | 177 | 106 |
| May | 222 | 173 | 144 | 108 |
| June | 215 | 206 | 144 | 108 |
| July | 198 | 161 | 175 | 89 |
| August | 227 | 198 | 164 | 117 |
| September | 254 | 182 | 166 | 122 |
| October | 226 | 237 | 194 | 115 |
| November | 198 | 188 | 145 | |
| December | 149 | 205 | 128 | |
| Total | 2380 | 2240 | 1968 | 1145 |



Early Syphilis Cases

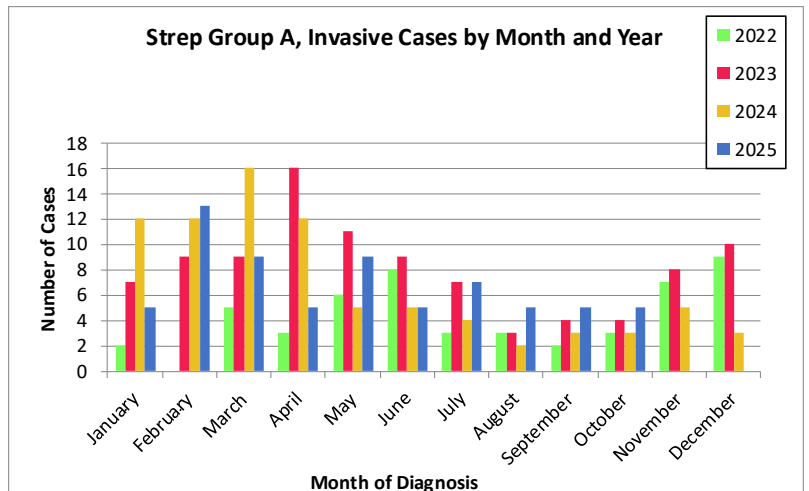
| Month | 2022 | 2023 | 2024 | 2025 |
|-----------|------|------|------|------|
| January | 21 | 12 | 10 | 11 |
| February | 17 | 15 | 11 | 6 |
| March | 19 | 18 | 15 | 12 |
| April | 13 | 13 | 10 | 14 |
| May | 18 | 6 | 5 | 16 |
| June | 14 | 10 | 9 | 15 |
| July | 8 | 10 | 6 | 11 |
| August | 16 | 10 | 10 | 5 |
| September | 12 | 12 | 10 | 6 |
| October | 10 | 10 | 7 | 16 |
| November | 7 | 12 | 6 | |
| December | 8 | 20 | 5 | |
| Total | 163 | 148 | 104 | 112 |



Other Diseases

Strep Group A, Invasive Cases

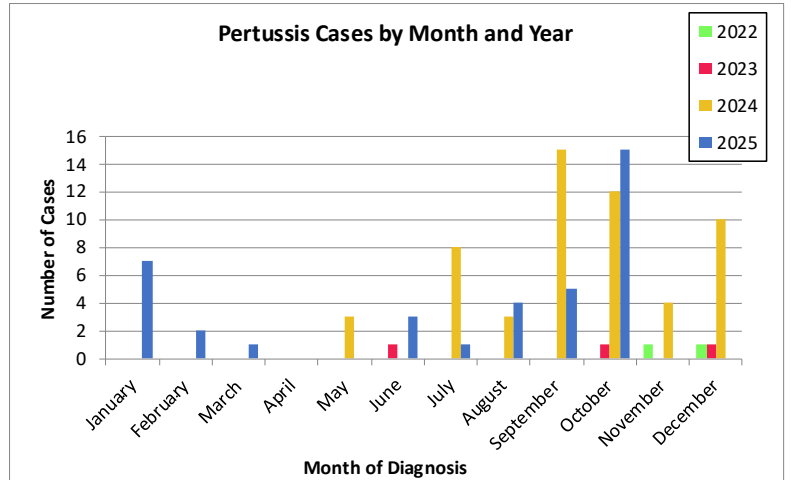
| Month | 2022 | 2023 | 2024 | 2025 |
|-----------|------|------|------|------|
| January | 2 | 7 | 12 | 5 |
| February | 0 | 9 | 12 | 13 |
| March | 5 | 9 | 16 | 9 |
| April | 3 | 16 | 12 | 5 |
| May | 6 | 11 | 5 | 9 |
| June | 8 | 9 | 5 | 5 |
| July | 3 | 7 | 4 | 7 |
| August | 3 | 3 | 2 | 5 |
| September | 2 | 4 | 3 | 5 |
| October | 3 | 4 | 3 | 5 |
| November | 7 | 8 | 5 | |
| December | 9 | 10 | 3 | |
| Total | 51 | 97 | 82 | 68 |



Pertussis* Cases

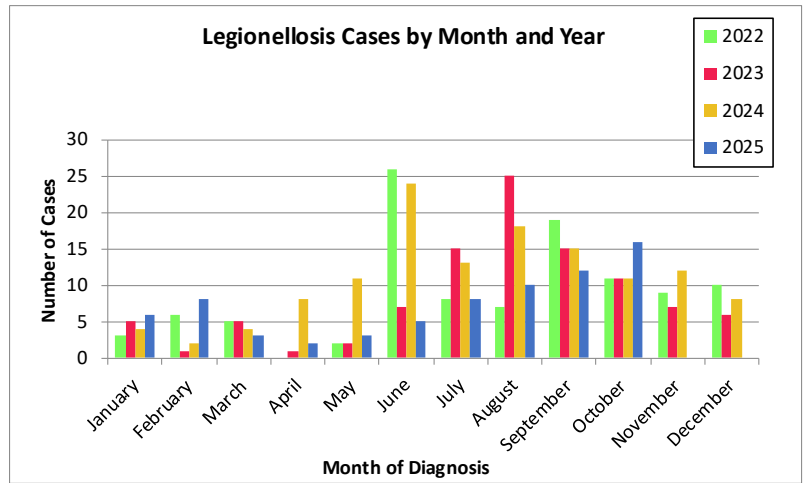
| Month | 2022 | 2023 | 2024 | 2025 |
|-----------|------|------|------|------|
| January | 0 | 0 | 0 | 7 |
| February | 0 | 0 | 0 | 2 |
| March | 0 | 0 | 0 | 1 |
| April | 0 | 0 | 0 | 0 |
| May | 0 | 0 | 3 | 0 |
| June | 0 | 1 | 0 | 3 |
| July | 0 | 0 | 8 | 1 |
| August | 0 | 0 | 3 | 4 |
| September | 0 | 0 | 15 | 5 |
| October | 0 | 1 | 12 | 15 |
| November | 1 | 0 | 4 | |
| December | 1 | 1 | 10 | |
| Total | 2 | 3 | 55 | 38 |

*Confirmed/Probable



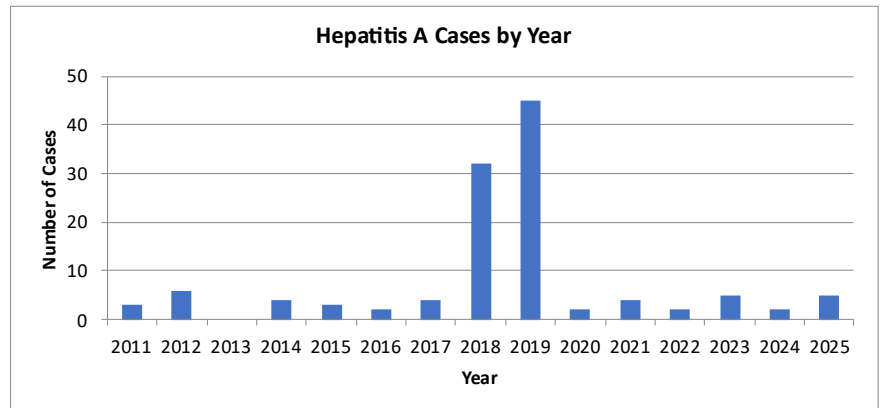
Legionellosis Cases

| Month | 2022 | 2023 | 2024 | 2025 |
|-----------|------|------|------|------|
| January | 3 | 5 | 4 | 6 |
| February | 6 | 1 | 2 | 8 |
| March | 5 | 5 | 4 | 3 |
| April | 0 | 1 | 8 | 2 |
| May | 2 | 2 | 11 | 3 |
| June | 26 | 7 | 24 | 5 |
| July | 8 | 15 | 13 | 8 |
| August | 7 | 25 | 18 | 10 |
| September | 19 | 15 | 15 | 12 |
| October | 11 | 11 | 11 | 16 |
| November | 9 | 7 | 12 | |
| December | 10 | 6 | 8 | |
| Total | 106 | 100 | 130 | 73 |



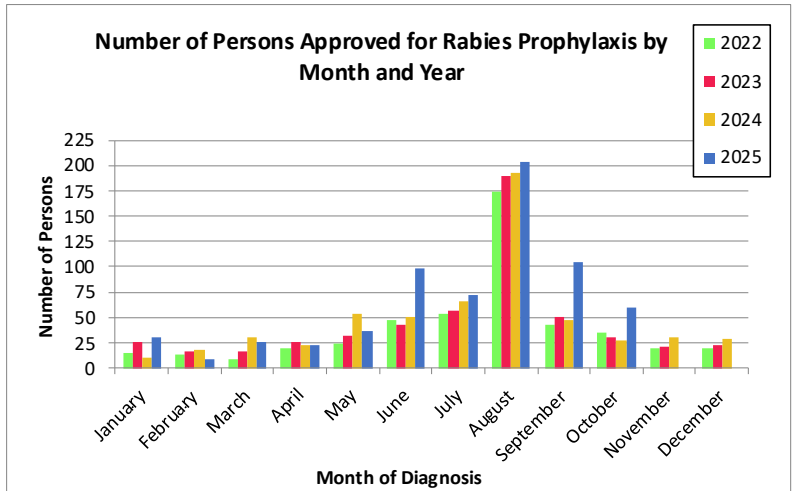
Hepatitis A Cases

| Year | Cases |
|------|-------|
| 2011 | 3 |
| 2012 | 6 |
| 2013 | 0 |
| 2014 | 4 |
| 2015 | 3 |
| 2016 | 2 |
| 2017 | 4 |
| 2018 | 32 |
| 2019 | 45 |
| 2020 | 2 |
| 2021 | 4 |
| 2022 | 2 |
| 2023 | 5 |
| 2024 | 2 |
| 2025 | 5 |



Number of Persons Approved for Rabies Prophylaxis

| Month | 2022 | 2023 | 2024 | 2025 |
|-----------|------|------|------|------|
| January | 15 | 26 | 10 | 31 |
| February | 14 | 16 | 18 | 9 |
| March | 8 | 17 | 31 | 26 |
| April | 19 | 25 | 22 | 22 |
| May | 24 | 32 | 53 | 37 |
| June | 47 | 42 | 50 | 98 |
| July | 54 | 57 | 66 | 72 |
| August | 174 | 189 | 192 | 203 |
| September | 42 | 51 | 47 | 105 |
| October | 35 | 30 | 27 | 60 |
| November | 19 | 21 | 31 | |
| December | 19 | 22 | 29 | |
| Total | 470 | 528 | 576 | 663 |



2. Reportable Communicable Diseases in New York State by County

The following link provides statewide annual reports on the number of cases and rates per 100,000 population of communicable diseases in New York State by disease and county.

<https://www.health.ny.gov/statistics/diseases/communicable/>

COMMUNITY HEALTH SURVEY

If you live, work, or go to school in Erie County, we want to hear from you!



FILL OUT THE SURVEY

Visit erie.gov/CHA or scan the QR code.



SHARE IT WITH YOUR FRIENDS AND FAMILY

The information collected in this survey will help develop programs and policies intended to improve the health of your community.



ENTER TO WIN

After completing the survey, enter a raffle to win a \$100 Tops gift card.



SURVEY & MORE INFO: [ERIE.GOV/CHA](http://erie.gov/CHA)

This survey is available in Arabic, Bengali, Burmese, English, Spanish, and Swahili. For paper copies, large print, or assistance submitting your survey, email healthequity@erie.gov or call (716) 858-2152. You can also call (716) 858-2152 to complete the survey over the phone.



OFFICE OF HEALTH EQUITY



Erie County
Department of
Health



Public Health
Prevent. Promote. Protect.



Catholic Health



Kaleida Health

ERIE COUNTY OFFICE OF HEALTH EQUITY

COMMUNITY HEALTH SURVEY

Answer questions about your experiences in Erie County and your health concerns. After completing the survey you will be invited to enter a raffle to win a \$100 Tops gift card.

ENTER TO WIN



\$100 TOPS GIFT CARD

FILL OUT THE SURVEY >



OFFICE OF HEALTH EQUITY



Erie County
Department of
Health



LiveWell
Erie



Catholic Health




Kaleida Health

ERIE COUNTY OFFICE OF HEALTH EQUITY

COMMUNITY HEALTH SURVEY



**If you live, work, or go to school in
Erie County, we want to hear from you!**



FILL OUT THE SURVEY

Visit www.erie.gov/CHA or scan the QR code above



SHARE IT WITH YOUR FRIENDS AND FAMILY

The information you share will help develop programs & policies intended to improve the health of your community

Leading the region in quality and patient experience.



4

hospitals on 6 campuses

10,000+

associates & physicians

3

home care agencies

4

community based care facilities

Joint Commission Certified

for all hospitals

High Performing Hospital by U.S. News & World Report for

Hip Replacement | Knee Replacement
Heart Bypass Surgery | Heart Attack
Stroke | COPD
Abdominal Aortic Aneurysm Repair

Kenmore Mercy Hospital

longest Magnet-recognized hospital in Western New York

Five-Star Rated

Long Term Care facilities

Five-Star Rating

McAuley Seton Home Care for patient experience (*highest in WNY*)

Only Stroke-Certified Hospital in the Region

Mercy Hospital of Buffalo



What is the Healthcare Assistance Program?

Catholic Health's Healthcare Assistance Program (HAP) is a program that allows persons to receive medically necessary services at no charge or reduced charge, if they are eligible, at Catholic Health facilities. It is not an insurance program and does not replace benefits and payments that are, or could be, received from government programs that pay for care. Some of these programs include Medicaid and Exchange plans. HAP covers the cost of healthcare "forgiven" by Catholic Health hospitals and services for people who are unable (through private payment, employer payment, or public aid) to pay for healthcare services.

Call for more information:
(716) 601-3600

Benefits subject to change. HAP does not apply to long-term and home care programs, however, other assistance is available. For information on these other programs, refer to the Charity Care Policy at chsbuffalo.org.

Catholic Health was founded in 1998 by four religious sponsors: the Diocese of Buffalo, the Daughters of Charity of St. Vincent dePaul, the Franciscan Sisters of St. Joseph, and the Sisters of Mercy.

Catholic Health was formed with a mission to continue the healing ministry of Jesus, seeking to improve the health of individuals and communities and provide high quality service that is holistic, compassionate, and respectful of human dignity. Central to our mission is the service of those who are poor and disadvantaged.

We believe in the basic right to healthcare, with the responsibility to take care of the most vulnerable people in our community. Catholic Health's Healthcare Assistance Program (HAP) was created to make sure members of our community are able to receive the medical care they need, regardless of what they can afford to pay.

If you do not have health insurance or worry that you may not be able to pay in full for your care, we can help. Catholic Health hospitals provide healthcare assistance to patients based on their income and needs. We also may be able to help you with information/assistance with obtaining free or low-cost health coverage through the Exchange, or work with you to arrange a manageable payment plan.

It is important that you let us know if you will have trouble paying your bill. Federal and State laws require all hospitals to seek full payment for what they bill patients. This means we may have to turn unpaid or ignored bills over to a collection agency. We want to work with you to make sure this does not happen.

Our Mission

We are called to reveal the healing love of Jesus to all.

Our Values

Reverence, Compassion, Integrity,
Innovation, Community, Excellence.



Catholic Health Healthcare Assistance Program

Financial assistance
with medically
necessary care.



Who Qualifies for Healthcare Assistance?

Catholic Health extends discounts to uninsured and underinsured patients who receive medically necessary services. Discount amounts are based on the Federal Poverty Level (FPL) guidelines and sliding income scales, and patients who qualify for financial assistance will not be financially responsible for more than the Medicaid discounted rate.

While Catholic Health primarily serves the five counties of Western New York, everyone in New York State who needs emergency services can receive care and get a discount if they do not have health insurance. Additionally, everyone in New York State can get a discount on non-emergency medically necessary services in Catholic Health Acute Care Facilities if they do not have health insurance. You will not be denied medically necessary care because you need financial assistance.

You may apply for a discount regardless of immigration status.



What is Not Covered?

The Catholic Health's Healthcare Assistance Program (HAP) does have limits to what it will cover. Please read the information below carefully.

- This program does NOT cover doctor fees, even if that doctor's office is located at one of our hospitals. Only physician fees/services at our hospital-operated primary care sites listed in this brochure are covered.
- Cosmetic surgery is NOT covered.
- Charges for medical equipment and supplies are NOT covered.
- Physician services such as radiology, anesthesia, emergency room physicians, consulting visits, or any private provider are NOT covered. For these services, you will need to make private/separate payment arrangements.

Prescription Drug Coverage

(800) 332-3742

Elderly Pharmaceutical Insurance Coverage (EPIC) is a New York State sponsored prescription plan for senior citizens who need help paying for prescriptions. New York State residents can join EPIC if they are 65 or older and meet income requirements. EPIC members will be required to pay fees, deductibles, or co-payments. Seniors who receive full Medicaid benefits or have other prescription coverage that is better than EPIC, are not eligible. EPIC will not pay for medication dispensed by a Catholic Health pharmacy.

Medicaid

(855) 355-5777
nystateofhealth.ny.gov

Medicaid is a program for New York State residents who cannot afford to pay for medical care. People may be covered by Medicaid if they have high medical bills, receive Supplemental Security Income (SSI), or if they meet certain income, resource, age or disability requirements.

Healthcare Insurance Marketplace

The Affordable Care Act (ACA) requires everyone legally living in the U.S. to have health insurance as of January 1, 2014. It also gives millions of individuals with too little or no insurance access to health plans at different cost levels. The law also provides financial assistance to those who qualify based on family size and income.

New York State of Health (Exchange Plans)

(855) 355-5777
nystateofhealth.ny.gov

New York State of Health is a new Health Plan Marketplace. Individuals and families can use it to buy health insurance. It lets you shop and compare many health plans. It is the only place to get help lowering the cost of health insurance coverage.

Catholic Health's HAP eligible sites:

Kenmore Mercy Hospital
2950 Elmwood Avenue, Kenmore, NY 14217
Ken-Ton Family Care

- Kenmore Specialty Care Center
- Kenmore Mercy Medical Office Building

Lockport Memorial Hospital
6001 Shimer Drive, Lockport, NY 14094
Lockport Clinics, Labs, Radiology, and other ancillary services

Mercy Hospital of Buffalo
565 Abbott Road, Buffalo, NY 14220
Mercy Ambulatory Care Center

- Mercy Comprehensive Care Center
- Mercy Diagnostic Center - East Aurora
- Mercy Diagnostic & Treatment Center - West Seneca
- Mercy OB/GYN Center

Mount St. Mary's Hospital
5300 Military Road, Lewiston, NY 14092
MSM Center for Women

- MSM Laboratory Center
- MSM Neighborhood Health Center
- MSM Primary Care

Niagara Ambulatory Surgery Center
5875 S. Transit Road, Lockport, NY 14094

Sisters of Charity Hospital
2157 Main Street, Buffalo, NY 14214
Sisters Hospital, St. Joseph Campus
2605 Harlem Road, Cheektowaga, NY 14225

- Sisters OB/GYN Center
- St. Vincent Health Center
- M. Steven Piver, MD Center for Women's Health & Wellness
- Pathways/STAR

Financial Assistance Program

Kaleida Health is committed to providing financial assistance to those patients that suffer from financial hardships. Financial Assistance is available to patients based on the following income and family size guidelines as determined by the Federal Poverty Level (FPL) regulations as published by The Department of Health and Human Services (HHS).

Who qualifies for a discount?

Financial Assistance is available for low income, uninsured individuals and those with insurance who meet the income guidelines. You cannot be denied medically necessary care because you need financial assistance. You may be eligible for our charity care program regardless of immigration status. The amount of the discount varies based on your income and the size of your family. Income limits are based on federal poverty guidelines.

Kaleida Health is committed to providing quality health care services at a reduced charge to eligible persons who cannot afford to pay for these services. Charity Care is available to patients of families based on the following income and family size guidelines as determined by Federal Poverty Regulations as published by the Department of Health and Human Services.*

– FPO –
plastic sleeve goes here

What if I do not meet the income limits?

If you do not meet the income guidelines under the Charity Care Program, Kaleida Health offers a self-pay discount and payment plan to all patients.

Can someone explain the self-pay discount?

Yes, confidential help is available. Call (716) 859-7200 for information regarding a self-pay discount.

Can someone explain the charity care program?

Yes, confidential help is available. Call (716) 859-8979.

Can someone help me apply for charity care assistance?

Yes, confidential help is available. Call (716) 859-8979.

If you do not speak English, someone will help you in your own language.

- The Facilitated Enroller can tell you if you qualify for free or low-cost insurance, such as Medicaid, Child Health Plus and essential plan.
- If the Facilitated Enroller finds that you don't qualify for low-cost insurance, they will help you apply for a charity care discount.

- The Facilitated Enroller will help you fill out all the forms and tell you what documents you need to bring.

What do I need to apply for Charity Care discount?

For Charity Care Assistance, we require four (4) current pay stubs, as well as bank statements not including retirement plans, annuities, etc.

What services are covered?

All medically necessary services provided by Kaleida Health are covered by the Charity Care Program. This includes outpatient services, emergency care, and inpatient admissions. Charges from private doctors who provide services in the hospital may not be covered. You should talk to the private doctor to see if they offer a discount or payment plan.

How much do I have to pay?

Our Charity Care representative will give you the details about your specific discount(s) once your application is processed.

How do I get the discount?

- You have to fill out the application form. As soon as we have proof of your income, we can process your application for a discount according to your income level.

- You can apply for a discount before you have an appointment, when you come to the hospital to get care, or when the bill comes in the mail.
- Send the completed application to Kaleida Health.

How will I know if I was approved for the discount?

Kaleida Health will send you a letter within 30 days after completion and submission of your application telling you if you have been approved and the level of discount granted.

What if I receive a bill while I'm waiting to hear if I can get a discount?

You cannot be required to pay a hospital bill while your application for a discount is being considered. If your application is turned down, the hospital must tell you why in writing and must provide you with a way to appeal this decision to a higher level within the hospital.

What if I have a problem I cannot resolve with the hospital?

You may call the New York State Department of Health complaint hotline at 1-800-804-5447.



- C** Remain **centered** around the patient and family
- A** Be **accountable** to patients and each other
- R** Show **respect** and integrity
- E** Provide **excellence** in all we do

Leading with CARE

Kaleida Health is the largest health care provider in Western New York. More than one million patients are seen annually at our Buffalo General Medical Center/Gates Vascular Institute, DeGraff Memorial Hospital, Millard Fillmore Suburban Hospital, Oishei Children's Hospital and numerous community health centers.

Our Mission:

To provide compassionate, high-value, quality care, improving health in Western New York and beyond, educating future health care leaders and discovering innovative ways to advance medicine.

Contact Information

Kaleida Health's Patient Financial Services

726 Exchange Street
Buffalo, New York 14210
(716) 859-8979
www.kaleidahealth.org

Kaleida Health's 9,500 health care professionals are making highly personalized and compassionate care a top priority despite the increasingly technological nature of modern health care.

We understand that caring for our patients' emotional and spiritual needs is invariably linked to their physical healing.



ATTENTION: If you speak a language other than English, language assistance services, free of charge, are available to you. Please ask your care team.

Spanish

ATENCIÓN: Si habla español, los servicios de asistencia lingüística están disponibles, de forma gratuita, para usted. Por favor, pregunte a su equipo de atención.

Arabic/Sudanese

تنبيه: إذا كنت تتحدث العربية، فسوف تتوفر لك خدمات مساعدة لغوية مجاناً. يرجى أن تسأل فريق العناية الخاص بك.

Kaleida Health does not discriminate on the basis of race, color, religion, sex, national origin, disability, sexual orientation, gender identity or expression, physical appearance, source of payment, or age.

Financial Assistance Programs

Offering services and programs to assist uninsured or underinsured patients

Kaleida Health Patient Financial Services

Kaleida Health has a variety of initiatives in place to help individuals in our community access affordable health care. We offer the following services and programs to assist patients who are uninsured or underinsured:

Facilitated Enrollment

This program was created to help people get health insurance for themselves and their family. It offers a convenient way for people to learn about available health insurance programs in their community.

Our facilitated enrollers are trained experts to screen and determine eligibility for all government insurance programs. They will help the patient gather the necessary documentation and represent the patient with the New York State of Health Marketplace.



Facilitated Enrollers can help patients apply for:

Medicaid

This program is for New York residents. Medicaid may cover persons if they meet certain income, resource, age or disability requirements.

Child Health Plus

This program is for children under 19 years of age who are not eligible for Medicaid. Some families may have to pay a small monthly fee for coverage, depending on income.

Qualified Health Plans (QHP)

Qualified Health Plans (QHP) are licensed commercial health plans that have been approved by the New York State Health Marketplace to provide comprehensive insurance coverage.

Essential Plans

A health plan made available for New Yorkers who do not qualify for Medicaid or Child Health Plus.

Additional information also available on:

- Prenatal Care Assistance Program
- Children and Young Adults with Special Health Care Needs Program.



Kaleida Health Financial Assistance Program

The Kaleida Health Financial Assistance Program is designed to assist patients who have been treated at a Kaleida Health facility but are unable to pay for the medical services they received because of financial hardship. Discounts are awarded based upon income and assets verification.

Who is Eligible?

Only individuals who do not qualify for Medicaid, Child Health Plus, Qualified Health Plans (QHP) and State Aid based on income will be considered.

Who is Not Eligible?

Persons who exceed the income or other guidelines.

What is not covered?

The Financial Assistance Program will NOT cover any doctor charges, Medicare client shares/spenddown amounts, routine dental work, cosmetic or any non-medically necessary services as well as private room differences.

How Do I Apply?

All persons interested in our services may contact us at (716) 859-8979.

Interpreter Services

Communicating with our staff is the most effective way to make sure you receive the care you need as soon as possible. We can arrange for a free interpreter who speaks your language to help you if you have difficulty speaking or understanding English. This is your legal right. Simply tell the person you are meeting with that you want an interpreter, and he or she will assist you.

Prescription Coverage

Elderly Pharmaceutical Insurance Coverage (EPIC) is a New York State-sponsored prescription plan for senior citizens who need help paying for their prescriptions. Call (800) 332-3742 for an application.

Partnership for Prescription Assistance
(888) 477-2669 or www.pparx.org

Mission

Our mission is to advance the health of our community

Vision

To provide compassionate, high-value, quality care, improving health in Western New York and beyond, educating future health care leaders and discovering innovative ways to advance medicine

Values



Remain **centered** around the **patient** and family



Be **accountable** to patients and each other



Show **respect** and **integrity**



Provide **excellence** in all we do

REFER TO:

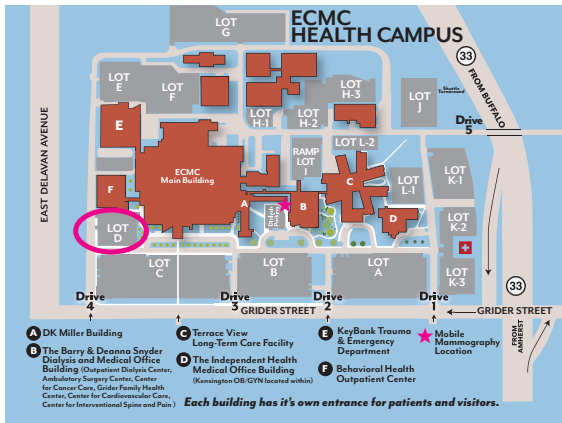
PARTIAL HOSPITALIZATION PROGRAM
462 Grider Street Buffalo, New York 14215
(716) 898-5569
Fax (716) 898-6232

For further information contact
our main number at:
PHP Program Manager
716-898-5569

Use Smartphone QR code for quick web link!



Regional Center of Excellence
for Behavioral Health



Partial Hospitalization Program is located within the Behavioral Health Outpatient Building (Building F on map).

Please use lot D

ABOUT ERIE COUNTY MEDICAL CENTER (ECMC) CORPORATION:

The ECMC Corporation was established as a New York State Public Benefit Corporation and since 2004 has included an advanced academic medical center with 573 inpatient beds, on- and off-campus health centers, more than 30 outpatient specialty care services and Terrace View, a 390-bed long-term care facility. ECMC is Western New York's only Level I Adult Trauma Center, as well as a regional center for burn care, behavioral health services, transplantation, medical oncology and head & neck cancer care, rehabilitation and a major teaching facility for the University at Buffalo. Most ECMC physicians, dentists and pharmacists are dedicated faculty members of the university and/or members of a private practice plan. More Western New York residents are choosing ECMC for exceptional patient care and patient experiences —*the difference between healthcare and true care™*.

ECMC: An affiliate of the University at Buffalo Jacobs School of Medicine and Biomedical Sciences

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PHPEC1848-3.2025

Adult Partial Hospitalization Program at ECMC

An ECMC Behavioral Health Center of Excellence Program
Information for Professionals



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ECMC's Partial Hospitalization Program

The ECMC Partial Hospitalization Program (PHP) offers intensive outpatient treatment interventions to individuals experiencing acute psychiatric symptoms that impair their daily everyday functioning at home, school and/or work.

Our Partial Hospitalization Program is designed to stabilize acute symptoms with intention of avoiding a psychiatric inpatient hospitalization, or to reduce the length of a hospital stay.

This program is an exceptional resource to outside community providers who may notice an increase in mental health symptoms of their patients, but do not require hospitalization.

This program is a great step down from inpatient for those discharged who may need continued structure and coping skills prior to returning to their outpatient provider.

Program Structure

The Partial Hospitalization Program offers six hours of treatment each day from Monday -Friday (lunch provided). Treatment is provided by a team of qualified professionals; including clinical licensed mental health practitioners and a psychiatrist.

The program includes:

- Individual and group therapy
- Cognitive Behavioral Treatment
- Dialectical Behavioral Treatment
- Psychoeducation
- Medication stabilization
- Family involvement
- Support and advocacy

Each patient is assigned a primary therapist who, together with the treatment team, coordinates an individualized treatment plan. The program invites family and/or significant others to participate in their loved one's treatment by offering sessions to discuss treatment, support, and community resources.

The program encourages and offers family involvement that provides psychoeducation to patient's family members and/or loved-ones regarding the program, the skills their loved one's have learned and how they can support them upon completion of the program.

Admission Requirements

Individuals who:

- Are 18 years of age or older
- Have a primary psychiatric diagnosis
- Exhibit psychiatric symptoms that do not require hospitalization, however have a profound impairment on their daily living and functioning
- Are willing and able to contract for safety
- Live in a suitable environment for personal safety
- Have failed to make significant clinical gains within a traditional outpatient setting structure and are in need of increased skills to function in an outpatient setting
- Are ready for inpatient discharge, but are assessed to be in need of daily monitoring and support, as well as the need for ongoing intensive therapeutic intervention
- Experience symptoms that without an intensive outpatient program, would increase.

Exclusion Criteria

Individuals who:

- Have a primary diagnosis of substance abuse with active use of substances
- Lack commitment and/or desire to participate in PHP

Program Expectations

- Respect the rules and confidentiality of others in the program
- Remain abstinent of all substances while attending the program
- Refrain from any harm to self or others
- Refrain from sexual or romantic relationships with other program members
- Be on time, attend regularly, and contact the program if one is unable to attend on a particular day (only allowed one absence)

See back panel for contact information & location.

COMPREHENSIVE PSYCHIATRIC EMERGENCY PROGRAM

(CPEP) MAIN PHONE NUMBER: 716-898-3465

(CPEP) SOCIAL WORKER: 716-898-3733

(CPEP) ADOLESCENT SOCIAL WORKER: 716-898-6566

COMMUNITY PATIENT PHONE NUMBERS:

Adult Waiting Room (Large): 716-961-7765 or 716-961-6914

Adult Waiting Room (Small): 716-961-6951

Child/Adolescent Waiting Room: 716-961-7769

Extended Observation Unit (EOB): 716-961-7764

ECMC Behavioral Health Center of Excellence

Main Phone Tree Number: 716-898-HOPE (4673)

ECMCC BEHAVIORAL HEALTH LOCATIONS:

**Inpatient and Outpatient Treatment Services at
462 Grider Street, Buffalo, New York 14215:**

- Adolescent, Adult and Geriatric Inpatient Psychiatric Services
- Inpatient Substance Use Treatment Services
- Outpatient Adult, Child and Family Psychiatric Clinic
- HELP CENTER: 716-898-1594
- Partial Hospitalization Program: 716-898-5536
- MAP (Medication and Prescription) Clinic: 716-898-4245

OFF-CAMPUS OUTPATIENT MENTAL HEALTH LOCATIONS:

- *Outpatient Mental Health and Co-Occurring Disorder Services at
1285 Main Street, Buffalo, New York 14209 • 716-898-1675*

OUTPATIENT OFF-CAMPUS

SUBSTANCE USE

TREATMENT SERVICES LOCATIONS

- *Downtown Clinic at 1285 Main Street,
Buffalo, New York 14209 • 716-883-4517*
- *Northern Erie Clinical Services at 2005 Sheridan Drive,
Tonawanda, New York 14223 • 716-874-5536*

QR Code Quick Link



ADDITIONAL SUPPORT FOR FAMILIES:

- Crisis Services: 716-834-3131
- Spectrum CARES (Crisis and Re-Stabilization Emergency Services for children only - 24/7): 716-662-2040
- Mental Health Advocates of WNY: 716-886-1242
- National Alliance on Mental Illness in Buffalo & Erie County (NAMI): 716-226-6264 namibuffalony.org - see MIND MATTERS
- WNY Independent Living: 716-836-0822
- Family Voices (for children only): 716-858-2192

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CPEP EC2071-3/30/2023

CPEP

Comprehensive Psychiatric Emergency Program

Patient Guide

Regional Center of Excellence for Behavioral Health



CPEP Main Phone Number: (716) 898-3465

Our Comprehensive Psychiatric Emergency Program (CPEP) is a hospital-based crisis intervention service located on the first floor of the Behavioral Health Outpatient Center. CPEP has separate treatment areas for adults and children/adolescents. The program also includes an extended observation unit (EOB) which provides extended evaluation, assessment, or stabilization of acute psychiatric symptoms for up to 72 hours.

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Arrival to the hospital

Individuals seeking psychiatric crisis intervention services must first register and be medically screened by a Registered Nurse through the Medical Emergency Department (ED).

All patients under the age of 18 will be seen by a medical provider in the ED. Patients will then be escorted by hospital staff to the Comprehensive Psychiatric Emergency Program for a psychiatric evaluation. Family members, friends and community support professionals are encouraged to collaborate with the Treatment Team by providing information regarding the presenting crisis. In order to complete a full evaluation in a timely manner for patients under age 18, we strongly encourage parents/guardians to remain with the patient throughout their stay.

What to bring to CPEP

- A list of current medications and pharmacy.
- Contact information for close family/friends.
- Contact information for outpatient Primary Care, Mental Health and/or Chemical Dependency providers.
- Evidence supporting the need for a psychiatric evaluation (e.g. social media postings, text messages, suicide notes)
- Advance Directives
- Insurance Card and Photo ID

What not to bring

- Sharp objects and/or glass containers (in an effort to maintain overall safety)
- Items of personal value (i.e. money, jewelry, cell phones)
- Smoking materials
- Plastic (i.e. grocery bags, garbage bags, zip lock bags)
- Clothing with drawstrings, belts
- Footwear with shoelaces
- **We encourage any valuable items be sent with a trusted family member or friend.
- **Personal property will be secured for safe keeping until hospital departure (discharge or transfer).

What to expect upon arrival to CPEP

In an effort to maintain a safe environment, patients will encounter a general safety check.

Patients will then be brought to Triage by staff to establish immediate needs. Following Triage, patients will enter the Child/Adolescent or Adult CPEP Waiting Room where they will encounter some or all of the following Treatment Team members:

Registered Nurse: A RN will gather information on medical and psychiatric history related to the current problem, gather a complete list of home medications and develop a plan of care for immediate treatment needs.

Medical Team: A member of the Medical Team will provide a medical screening examination.

Psychiatric Case Manager: A licensed social work or licensed mental health counselor will gather information both from the patient and their supports (family, friends, and community providers) regarding the presenting problem, any safety concerns, and past mental health and/or chemical dependency history. The psychiatric case managers will also provide therapeutic support and crisis intervention.

Psychiatric Provider (Psychiatrist, Nurse Practitioner, Physician Assistant, etc.): Based upon the information gathered by the Treatment Team and their individual assessment, a Psychiatric Provider will decide if a patient needs to be admitted into a psychiatric hospital or if they are safe to leave with a plan for ongoing outpatient services that can be arranged by ECMC Psychiatric Case Managers or Discharge Planners.

After the evaluation

The patient will be informed of the treatment recommendations made by the psychiatric treatment team, which may include one of the following:

Admission - the patient may be admitted to an acute inpatient unit either at ECMC or another area hospital. Children under 12 who require admission cannot be treated at ECMC and will be transferred to the closest appropriate treatment facility.

Extended Observation Bed (EOB) - the patient may be admitted to the EOB for continuing evaluation and treatment for up to 72 hours

Discharge - the patient may be discharged home or to another safe environment

Visiting hours - We understand that visiting your loved one is important. Please call **716-898-3465** to make these arrangements.

See back panel for contact information & location.





**ECMC INTERNAL MEDICINE SERVICES
ARE LOCATED ON THE ECMC HEALTH CAMPUS
462 Grider Street
Buffalo, NY 14215**

**Phone:
716-898-3152**

ECMC Internal Medicine



**ECMC Internal Medicine Center
(See map above, Park in lot C)**

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ECMC: An affiliate of the University at Buffalo Jacobs School of Medicine and Biomedical Sciences

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AIOPEC3936-2-23



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The difference between healthcare and true care™

Informed, quality care that puts the patient at the center.

ECMC internal medicine services are comprised of healthcare teams—including physicians, nurses, nutritionists, and administrative staff members—committed to meet all of your healthcare needs. This includes coordinating your care through our specialty practices, labs, radiology, and offering same day appointments. At ECMC we follow the principles of patient-centered care, which means you are the center of this team led by your primary care physician. We partner with you to make your healthcare our priority.



ECMC Internal Medicine

Our well-equipped community-based health center is designed to serve you better, faster, and more efficiently. In addition to our family physicians and specialists, we have professional internal medicine residents on staff.



Internal Medicine is a practice for you and your family (ages 18+) led by **Dr. Ellen Rich.**

Dr. Rich, serves as a first point of contact for any number of health concerns, illnesses or general preventative care. Additionally, we coordinate patients' specialty and follow-up care.

Internal Medicine Center Providers

Dr. Nasir Khan

Dr. David Milling

Dr. Megan Rochester

Dr. Timothy McDaniel

Michelle Bielinski PA

Marielle Wiede PA

The benefits of this convenient new service to you include:

- No long wait times to see your doctor
- Available same day appointments
- Primary care office on call 24/7
- Comprehensive physical examinations available for all patients (ages 18+)
- Wellness programs developed for each patient (ages 18+)
- Lab services
- Open access and sick visits

Our health care capabilities include the following services and procedures

- Gynecological services
- Comprehensive prevention and wellness care
- Care for acute problems, such as coughs, flu, sore throats, abdominal pain, bladder infections, minor musculoskeletal injuries, and other common medical problem
- Ongoing evaluation and treatment of chronic illnesses, such as allergies, asthma, diabetes, high blood pressure, migraineheadaches, skin conditions, and depression



Specialty Care Services

462 Grider Street
Buffalo, New York 14215
Phone: 716 898-3700
Fax: 716 898-4910



For more information, visit:
ecmc.edu/specialtycare



Specialty Care Services

Comprehensive patient-focused care.



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Great Lakes Health System of WNY
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Our Complete List of Services

ANTICOAGULATION

Monitor ECMC patients on anticoagulation medications with the following disorders:

- Atrial fibrillation
- Deep Vein Thrombosis
- Pulmonary Embolism
- Mechanical Heart Valves
- Hypercoagulable disorders

Phone: (716) 898-6550
Fax: (716) 898-6535
Snyder Medical Building,
3rd floor

CARDIOLOGY

Areas of Expertise

- Arrhythmia
- Congestive heart failure
- Coronary artery disease
- Heart-valve disorders
- Hypertension
- Cardiomyopathy

Diagnostic Tests Performed

- Electrocardiogram
- Echocardiogram
- Pacemaker monitoring
- Stress testing
- Nuclear stress testing
- Diagnostic Angiography

Phone: (716) 898-6550
Fax: (716) 898-6535
Snyder Medical Building,
3rd floor

ENT (OTOLARYNGOLOGY)

Areas of Expertise

- Maxillofacial trauma
- Advanced head and neck cancer
- Ear disorders
- Hearing loss
- Dizziness
- Communication and voice disorders
- Allergic, infectious and inflammatory diseases of the head/neck

Procedures Performed

- Advanced Audiologic Testing
- Hearing aid evaluation
- Placement of ear tubes
- Laryngoscopy

Phone: (716) 898-3310
Fax: (716) 898-4688
Main Hospital, 1st floor

GASTROENTEROLOGY

Areas of Expertise

- Inflammatory bowel disease
- Diverticulitis
- Gastric Ulcers
- Gastric Reflux conditions
- Colon polyps
- Diarrhea
- Constipation

Procedures Performed

- Colonoscopy
- Esophagogastroduodenoscopy (EGD)
- Endoscopic Retrograde Cholangiopancreatography (ERCP)
- Flexible Sigmoidoscopy
- Feeding tubes
- Foreign Body Removal
- Upper endoscopy
- Lower endoscopy

Phone: (716) 898-6410
Fax: (716) 898-3363
Main Hospital, 1st floor

GENERAL DENTISTRY

Areas of Expertise

- All General Dentistry treatments

Procedures Performed

- Dental Exams, Prophylaxis, Extractions and Restorations
- X-Rays
- Root Canal Therapy
- Crown and Bridge
- Dentures and partials
- Urgent Care dentistry

ECMC Dental Clinic

Phone: (716) 898-3189
Fax: (716) 898-5729
Main Hospital, 1st floor

ECMC Dental Clinic at Buffalo General

Phone: (716) 859-4180
Fax: (716) 859-4195
Buffalo General Medical Center
100 High Street, B6 South,
Buffalo, NY 14203

HEPATOLOGY

Areas of Expertise

- Hepatitis B
- Hepatitis C
- Liver disease
- Fatty liver disease
- HIV/HCV co-infection

Diagnostic tests provided

- Fibroscan testing
- Liver ultrasound
- Liver biopsy

Phone: (716) 898-6410
Fax: (716) 898-3363
Main Hospital, 1st floor

NEUROLOGY AND NEUROPHYSIOLOGY

Areas of Expertise

- General Neurology
- Epilepsy
- Stroke
- Traumatic Brain Injury
- Neuropathy
- Myopathy

Diagnostic Testing offered:

- Electroencephalogram (EEG)
- Ambulatory (24-48 hour)
- Electroencephalogram

Phone: (716) 898-3638
Fax (716) 898-5202
Main Hospital, 1st floor

OCCUPATIONAL & ENVIRONMENTAL MEDICINE

Areas of Expertise

- Workers Compensation Injuries
- Workplace exposures
- Ergonomics
- Workplace safety and education
- Pre-employment and annual physicals
- Respiratory Fit Screenings and Testing
- Biometric screenings
- Drug screenings
- Depression/anxiety screening
- Return to work physicals
- Service coordination
- Vaccinations

Phone: (716) 898-5858
Fax: (716) 898-5899
Main Hospital

ONCOLOGY (JONAH CENTER)

Holistic and comprehensive approach to the management and care of cancer patients.

Areas of Expertise

- Diagnosis, management, and treatment of:
 - Soft tissue malignancies
 - Benign Hematology
 - Hematologic malignancies excluding acute leukemia

Procedures Performed:

- Bone Marrow Biopsy and Aspirate
- Chemotherapy and Biologic Agents
- Non-Oncology Infusions

Support Services

- Clinical Psychology
- Navigation
- Nutrition Counseling
- Palliative Care
- Speech Language Pathology

Phone: (716) 898-3948

Fax: (716) 961-7752
Snyder Medical Building, 2nd floor

ORAL ONCOLOGY & MAXILLOFACIAL PROSTHETICS

Areas of Expertise

- Oral Cancer Screening & Education
- Dental clearance for cancer therapy, organ transplantation, and cardiac surgery
- Oral surgical procedures and dental implants
- Comprehensive dental care for cancer and medically compromised patients
- Maxillofacial prosthetic rehabilitation
- Oral Biopsies

ORAL ONCOLOGY & MAXILLOFACIAL PROSTHETICS *continued*

Procedures Performed

- Biopsies for abnormalities in the mouth
- Dental Exams, Prophylaxis, Extractions and Restorations
- Root Canal Therapy
- Crown and Bridge
- Implants
- Oral Maxillofacial prosthetics including ear, nose, and orbitals

Phone: **(716) 898-1461**
 Fax: (716) 898-5229
Snyder Medical Building, 2nd floor

PODIATRY

Areas of Expertise

- Diabetic ulcers
- Bunions
- Calluses
- Heel spurs
- Hammertoes

Phone: **(716) 898-6300**
 Fax: (716) 898-5237
Main Hospital, 1st floor

PULMONARY

Areas of Expertise:

- Asthma
- Chronic pulmonary obstructive lung disease
- Chronic Cough
- Pulmonary Vascular disease
- Interstitial lung disease
- Sleep Apnea

Diagnostic Testing Performed

- Pulmonary Function Testing
- Six-minute walk test

Phone: **(716) 898-6619**
 Fax: (716) 898-4005
Main Hospital, 1st floor

RADIOLOGY

Services Offered

- Computed Tomography (CT)
- Nuclear Medicine (NM)
- Magnetic Resonance Imaging (MRI)
- Ultrasound (US)
- Interventional Radiology (IR)
- X-rays

continued

CT, US, NM, X-ray
 Phone: **(716) 898-3416**
 MRI Phone: **(716) 898-5999**
 Interventional Radiology
 Phone: **(716) 898-3886**
Main Hospital

REHABILITATION SERVICES

Services Provided

- General Physiatry
- Electromyogram (EMG)
- Botox Injections
- Joint Injections
- Trigger Point Injections

Phone: **(716) 898-5498**
D.K. Miller Building

THERAPY SERVICES

• Physical Therapy

• Speech Language Pathology

• Occupational Therapy

• Hand Therapy

• Driver Evaluations

• Rehabilitation Psychology

Phone: **(716) 898-3225**
Main Hospital, Ground floor

RHEUMATOLOGY

Areas of Expertise

- Autoimmune Conditions
- Gout
- Lupus
- Osteoarthritis
- Rheumatoid Arthritis
- Tendinitis

Procedures Performed

- Joint Injections

Phone: **(716) 898-3700**
 Fax: (716) 898-5352
Main Hospital

UROLOGY

Areas of Expertise

- Urinary Infections
- Kidney and Bladder Stones
- Incontinence
- Urologic Cancers
- Injury reconstruction and management
- Female Urology
- Male reproductive issues

continued

Procedures Performed

- Cystoscopy
- Ureteroscopy
- Lithotripsy
- Urodynamics
- Hernia treatment
- Laparoscopic and robotic surgery
- Treatment of malignant and benign tumors

Phone: **(716) 898-5411**
 Fax: (716) 898-5237
Main Hospital, 1st floor

WOUND CARE & HYPERBARIC MEDICINE

Areas of Expertise

- Diabetic ulcers
- Neuropathic ulcers
- Pressure ulcers
- Ischemic ulcers
- Venous insufficiency
- Traumatic wounds
- Surgical wounds
- Vasculitis
- Burns
- Peristomal skin irritations
- Other chronic, non-healing wounds
- Progressive necrotizing infection/fasciitis
- Soft tissue radionecrosis
- Chronic refractory osteomyelitis

Procedures Performed

- Specialty wound dressing
- Compression therapy
- Debridement
- Pressure off-loading devices and footwear
- Cellular and tissue-based products
- Negative Pressure Wound Therapy
- Hyperbaric Oxygen Therapy (HBOT)

Phone: **(716) 898-4800**
 Fax: (716) 898-5446
Main Hospital, Ground floor

THE YOU CENTER FOR WELLNESS (FORMERLY IMMUNODEFICIENCY SERVICES):

Areas of expertise:

- Immunodeficiency
- Infectious Disease
- HIV/AIDS
- Sexual Health
- STI Testing
- Rapid HIV Testing
- PrEP
- Anal PAPs
- Vaginal PAPs
- HPV Vaccinations

Phone: **(716) 898-4119**
 Fax: (716) 898-3187
Main Hospital, Lower level

SURGICAL SPECIALTIES

BARIATRIC SURGERY

Procedures Performed

- Roux-en-Y Gastric Bypass Surgery
- Sleeve Gastrectomy
- Revisional Bariatric Surgery

Services Provided

- Dietary Counseling
- Social Work
- Clinical Pharmacology

Phone: **(716) 565-3990**
 Fax: (716) 565-3988
30 North Union Rd., Williamsville

COLORECTAL SURGERY

Areas of Expertise

- Colon and Rectal Cancer
- Anal Cancer
- Anal fissure/fistula
- Diverticulitis
- Hemorrhoids
- Rectal prolapse
- Rectovaginal/colovesical fistula
- Surgical management of Inflammatory Bowel Disease (Crohn's/Ulcerative colitis)

Procedures Performed

- Colonoscopy
- Colon, rectal, and anal surgery
- Laparoscopic, robotic, and open techniques
- Minimally invasive transanal surgery (TAMIS)

Phone: **(716) 898-5411**
 Fax: (716) 898-5237
Main Hospital, 1st floor

GENERAL SURGERY

Areas of Expertise

- Hernia repair including abdominal hiatal, and inguinal
- Bowel, colon, and rectal disorders
- Gastrointestinal and biliary disease
- Thyroid and parathyroid disease
- Adrenal resection
- Abdominal wall reconstruction
- Burn Treatment

Phone: **(716) 898-5411**
 Fax: (716) 898-5237
Main Hospital, 1st floor

HEAD AND NECK/PLASTIC AND RECONSTRUCTIVE SURGERY

Areas of Expertise

- Diagnosis, management and treatment of:
 - Cancers involving the structures of the head and neck
 - Skin Cancer
 - Diseases of the thyroid, parathyroid, and parotid glands
- Reconstruction related to cancer and other deformities or trauma
- Transgender surgery
- Surgical management of sleep apnea

Procedures Performed

- Biopsies
- Free tissue transfer
- Skin grafts
- Inspire sleep apnea implant
- Manometry (esophageal pressure study)
- Speech and Swallowing Therapy

Phone: **(716) 898-3073**
 Fax: (716) 898-5587
Snyder Medical Building, 2nd floor

NEUROSURGERY

Areas of Expertise

- Spinal abnormalities
- Spinal tumors
- Revision spinal surgery
- Complex spine procedures

Phone: **(716) 898-6300**
 Fax: (716) 898-6481
Snyder Medical Building, 3rd floor

ORAL-MAXILLOFACIAL SURGERY

Areas of Expertise

- Facial pain
- Facial fractures
- Injuries to the face mouth and jaw
- Obstructive Sleep Apnea
- TMJ

Procedures Performed

- Dental extractions (including wisdom teeth)
- Dental implants
- Reconstructive jaw surgery
- IV sedation and anesthesia

Phone: **(716) 898-3310**
 Fax: (716) 898-4688
Main Hospital, 1st floor

ORTHOPAEDICS

Areas of Expertise

- Foot and Ankle Surgery
- General Orthopaedic Surgery
- Hip Surgery
- Joint replacement/reconstruction
- Shoulder/Elbow Surgery
- Sports Medicine
- Spine Surgery
- Trauma Surgery

Phone: **(716) 898-3414**
 Fax: (716) 898-4028
Main Hospital, 1st floor

THORACIC SURGERY

Areas of Expertise

- Pulmonary nodules
- Chest masses
- Swallowing disorders
- Pleural Effusions

Phone: **(716) 898-3948**
 Fax: (716) 961-7752
Snyder Medical Building

VASCULAR SURGERY

Areas of Expertise

- Peripheral Vascular Disease
- Aneurysms
- Aortic Dissections
- Carotid Disease
- Dialysis Access
- Venous Disease
- Renal and Mesenteric Disease

Phone: **(716) 898-5411**
 Fax: (716) 898-5237
Main Hospital, 1st floor



Specialty Care Services

PHONE DIRECTORY

| | |
|---|---|
| Anticoagulation | (716) 898-6550 |
| Bariatric Surgery | (716) 565-3990 |
| Cardiology | (716) 898-6550 |
| Colorectal Surgery..... | (716) 898-5411 |
| ENT | (716) 898-3310 |
| Gastroenterology..... | (716) 898-6410 |
| General Dentistry ECMC..... | (716) 898-3189 |
| General Dentistry BGH | (716) 859-4180 |
| General Surgery | (716) 898-5411 |
| Head & Neck/Plastic and Reconstructive Surgery... | (716) 898-3073 |
| Hepatology | (716) 898-6410 |
| Neurology and Neurophysiology | (716) 898-3638 |
| Neurosurgery | (716) 898-6300 |
| Oncology | (716) 898-3948 |
| Oral Oncology & Maxillofacial Prosthetics | (716) 898-1461 |
| Oral-Maxillofacial Surgery..... | (716) 898-3310 |
| Orthopaedics | (716) 898-3414 |
| Podiatry..... | (716) 898-6300 |
| Pulmonary | (716) 898-6619 |
| Radiology | CT, US, NM, X-ray (716) 898-3416 |
| | MRI (716) 898-5999 |
| | Interventional Radiology (716) 898-3886 |
| Rehabilitation Services | (716) 898-5498 |
| Rehabilitation – Therapy Services | (716) 898-3225 |
| Rheumatology..... | (716) 898-5890 |
| Thoracic Surgery | (716) 898-3948 |
| Urology | (716) 898-5411 |
| Vascular Surgery | (716) 898-5411 |
| Wound Care & Hyperbaric Medicine | (716) 898-4800 |
| YOU Center for Wellness..... | (716) 898-4119 |



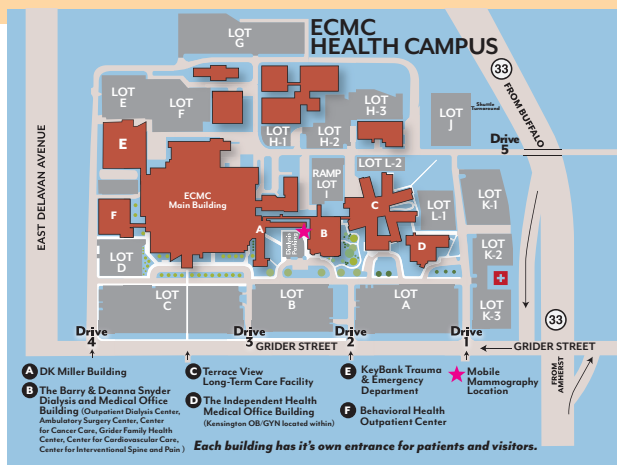
**ADDITIONAL BEHAVIORAL SERVICES
ECMC BEHAVIORAL HEALTH LOCATIONS:**

**MAIN NUMBER:
716-898-HOPE (4673)**

**On-Campus Inpatient
Substance Use Treatment Services
716-898-3415**



QR Code Quick Link



ABOUT ERIE COUNTY MEDICAL CENTER (ECMC) CORPORATION:

The ECMC Corporation was established as a New York State Public Benefit Corporation and since 2004 has included an advanced academic medical center with 573 inpatient beds, on- and off-campus health centers, more than 30 outpatient specialty care services and Terrace View, a 390-bed long-term care facility. ECMC is Western New York's only Level I Adult Trauma Center, as well as a regional center for burn care, behavioral health services, transplantation, medical oncology and head & neck cancer care, rehabilitation and a major teaching facility for the University at Buffalo. Most ECMC physicians, dentists and pharmacists are dedicated faculty members of the university and/or members of a private practice plan. More Western New York residents are choosing ECMC for exceptional patient care and patient experiences —*the difference between healthcare and true care™*.

ECMC: An affiliate of the University at Buffalo Jacobs School of Medicine and Biomedical Sciences

The difference between healthcare and true care™



Substance Use Treatment Services

Reasons to choose ECMC for behavioral healthcare:

- ECMC is the only Buffalo-area hospital that offers both a psychiatrist in the emergency room and substance use evaluations 24 hours a day, seven days a week.
- ECMC is one of the largest substance use treatment centers in the area.
- ECMC has the largest acute care psychiatric program in the region for adolescents, adults, and seniors.
- All Substance Use treatment programs are certified by the Office of Addiction Services and Supports (OASAS) and The Joint Commission.

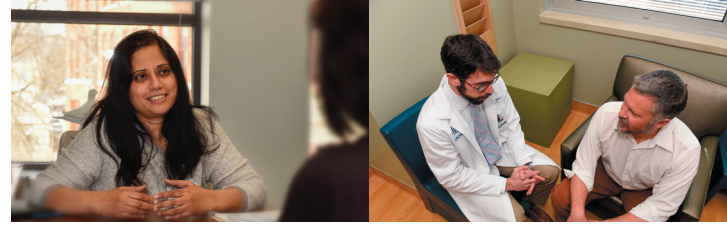
The difference between healthcare and true care™



Substance Use

Treatment Programs

ECMC's inpatient and outpatient programs for substance use are designed to fill a variety of needs. All programs provide patients with comprehensive medical and psychological treatment methods.



INPATIENT SUBSTANCE USE TREATMENT SERVICES

- **Emergency Department:** A substance use counselor is available 24 hours daily to assess individuals, determine the appropriate level of care, and facilitate referral and placement.
- **Medically Managed Withdrawal & Stabilization Program:** Withdrawal management services are provided to assist patients in safely withdrawing from alcohol or other substances. Medication for addiction treatment (Suboxone, Naltrexone, Vivitrol and Campral) may be used to support patient recovery efforts.

- **Inpatient Substance Use Treatment Services are available at the following location:**
Erie County Medical Center
462 Grider Street
Buffalo, New York 14215



OUTPATIENT SUBSTANCE USE TREATMENT SERVICES

ECMC's two Outpatient Programs offer substance use evaluations, short and long term individual counseling, group therapy, psychiatric consultation, and medication assisted treatment services including Suboxone, Naltrexone, and Vivitrol.

Outpatient Treatment Services are available at the following locations:

- **ECMC Downtown Clinical Services**
(Bilingual counselor to serve our Spanish speaking population)
1285 Main Street, 2nd Floor
Buffalo, NY 14209
(716) 883-4517



- **ECMC Northern Erie Clinical Services**
2005 Sheridan Drive
Tonawanda, NY 14223
(716) 874-5536



“Last year, ECMC cared for patients with substance use disorders through nearly 40,000 outpatient treatment visits and over 12,000 behavioral health emergency admissions.”

A Health Center Designed to Serve You Better

Welcome to ECMC Family Health Center. Our well-equipped community-based health center has been designed to serve you better, faster, and more efficiently. In addition to our staff of family physicians and specialists, we have 15 professional family medicine residents. An on-site lab facility is dedicated to serve the needs of the outpatient community. We've also located our business office on site to answer your questions faster and cut your waiting time by processing your paperwork faster.



New patients welcome

Thanks to our up-to-date facilities and excellent staff, we are accepting new patients. The center has been designed with patient comfort in mind, including a spacious and comfortable waiting room area, plenty of patient examination rooms, and an easily accessible business office. The Center has a doctor on call 24 hours a day and a nurse is always available to answer questions by telephone during regular business hours. With lab facilities on site, a professional staff of physicians, and access to the full resources of ECMC, ECMC Family Health Center is well equipped to care for your entire family. Our appointment schedule is flexible, allowing patients with urgent needs to be seen on the same day or within 24 hours. A triage nurse is available to help evaluate your illness, make treatment suggestions, and arrange emergency consultation if necessary.

Hours for your convenience

ECMC Family Health Center is open five days a week with extended hours on Tuesdays.

The Center is open: Monday, Wednesday, Thursday and Friday 8 A.M. to 5 P.M.

Tuesdays 8 A.M. to 8 P.M.

ECMC Family Health Center
462 Grider Street
Buffalo, NY 14215

Enter Driveway #1
Parking Lot A, Building D

Phone: 716-831-8612
Fax: 716-898-5719

ABOUT ERIE COUNTY MEDICAL CENTER (ECMC) CORPORATION:

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The difference between healthcare and true care™



EC1938EFHC-500-0818



ECMC Family Health Center

Growing to meet the needs of the community



The difference between healthcare and true care™



ecmc.edu

Your first visit

To register as a patient and make an appointment at ECMC Family Health Center, call **716-831-8612** or simply stop at our reception desk and speak to a staff member. On your first visit, please plan to arrive fifteen to thirty minutes early to complete your necessary paperwork. All new patients are provided with a medical records form to enable the Center to obtain medical records from your previous doctors.



All the services you'd expect from a community health center, and more

ECMC Family Health Center offers a full range of important health care services for patients of all ages, from care for expectant mothers to pediatrics to the treatment of acute and chronic illnesses. Our health care capabilities include the following services and procedures:

- Quality health care for the entire family, including newborns, children, and adults
- Well child exams for newborns through the teen years
- Obstetrics services, from prenatal first visit to delivery for low-risk pregnancies
- Gynecological services, such as pap smears, contraception, treatment for vaginal infections and menstrual problems, and referrals when surgical care is needed
- Flu vaccines and immunizations
- Comprehensive prevention and wellness care, such as routine physicals, annual exams, health counseling related to nutrition and sexually transmitted diseases, as well as screenings for cancer, high blood pressure, cholesterol, and strep
- Acute problems, such as coughs, flu, sore throats, abdominal pain, bladder infections, minor musculoskeletal injuries, and other common medical problems
- Ongoing evaluation and treatment of chronic illnesses, such as allergies, asthma, diabetes, high blood pressure, migraine headaches, skin conditions, and depression
- Procedures such as basic colposcopy, minor surgery, skin biopsy, and wart removal
- Urine pregnancy testing
- Blood glucose determinations



Lab Services

Patients can also rely on our laboratory facilities for services such as basic blood work and rapid urinalysis. Our lab facilities are open for community patients with a prescription for blood work on Monday through Friday from 8:30 AM to 4:15 PM.

Insurance

We accept most major medical plans. (Don't forget your insurance card.) Patients without insurance must be seen by the ECMC Financial Counseling Department before receiving services at ECMC Family Health Center.

How to get here and where to park

ECMC Family Health Center is located on the Erie County Medical Center Health Campus at 462 Grider Street in Buffalo, New York. From the Kensington Expressway (Route 33), take the Grider Street exit. Turn into DRIVE #1 and park in LOT A.



Helping You Regain Control of Your Life

The mission of the Outpatient Behavioral Health Center is to assist people with mental illness and addictions by providing the tools and resources they need to achieve balance in spiritual, emotional, physical, and intellectual health. We believe people can and do recover from mental illness and addictions when they help to shape their own treatment plan. Offering patients an opportunity to regain control of their lives, this program helps them to focus on personal wellness, re-energizes hope, and opens the door to recovery.

FOCUS

Through its outpatient psychiatric counseling services, chemical dependency programs, and Comprehensive Psychiatric Emergency Program, ECMC has long been a critical provider of services for people with mental illness and addictions. These programs enable patients to stay focused on healing through compassionate, effective treatment and to gain the tools for living a fulfilling, productive life.

WELLNESS

You may be dealing with a family crisis, stress at work, substance abuse, depression, or a more serious and persistent mental disorder like schizophrenia. Through our programs, you will discover what makes you feel most at peace and how you can use the tools and resources we provide to help you maintain that state of wellness and well-being.

HOPE

Hope is key to your recovery and we are dedicated to helping you gain hope to attain or re-gain your life goals.

RECOVERY

Our programs are designed to help you build on your strengths. Working together, we will help you find the ways to successfully make the steps on the road to recovery.

Our commitment to you.

- Our goal is to help and empower you.
- You will be respected.
- We are concerned about your spiritual, emotional, physical, and intellectual well-being.
- Our professional team is skilled and experienced.
- You will achieve access to the largest system of behavioral health services in Western New York and Southern Ontario.
- Our inpatient, outpatient, and community behavioral health services work directly with your primary care doctor.
- We have always championed the rights of people with mental illness and addiction problems.
- We offer successful, innovative programs as well as traditional therapy and psychiatric services.
- We believe that you are capable of changing your life for the better.

Quick Connect for all services!

898-HOPE (4673)

QR Code Quick Link



ECMC BEHAVIORAL HEALTH LOCATIONS:

On-Campus Inpatient and Outpatient Treatment Services

Adolescent, Adult, and Senior Inpatient Psychiatric Services
716-898-3000

Substance Use Treatment Services
716-898-3415

Adult and Family Psychiatric Services
716-898-3255

Comprehensive Psychiatric Emergency Program (CPEP)
716-898-3169

Partial Hospitalization & Intensive Outpatient Program
716-898-5569

Off-Campus Outpatient Locations

Information Line
716-898-5247

SUBSTANCE USE TREATMENT SERVICES

Downtown Clinic
1285 Main Street, 2nd Floor, Buffalo, NY 14209
716-883-4517

Northern Erie Clinical Services
2005 Sheridan Drive, Tonawanda, New York 14223
716-874-5536

MENTAL HEALTH

Outpatient Mental Health Services
1285 Main Street, 1st Floor, Buffalo, NY 14209
716-898-1676



QR Code Quick Link

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EC18660BHS-3.2025



ECMC Regional Center of Excellence for Behavioral Health

Psychiatric Care and
Chemical Dependency Services

Outpatient Behavioral Health Services

A focus on wellness, hope,
and recovery.



Our mission is to provide safe, comprehensive care that allows for integrated outpatient services for our clients and their families and to ensure that the client can maintain function in a safe and healthy manner in the community.

Regional Center of Excellence for Behavioral Health



ecmc.edu

1285 MAIN OUTPATIENT BEHAVIORAL HEALTH SERVICES

Adult Mental Health Outpatient Services

Phone: **716-898-1676**

Hours: **8 am to 5 pm, Monday through Friday**

Comprehensive outpatient treatment services are provided by licensed social workers and counselors, psychiatric nurse practitioners and psychiatrists, including:

- Daily mental health intake assessments 8-10am, no appointment necessary
- Evidence based treatment for a wide variety of mental health disorders, including but not limited to: anxiety, obsessive-compulsive disorders, depression, mood disorders, post-traumatic stress disorder and schizophrenia
- Individual and group counseling
- Medication evaluation and monitoring
- Clozaril clinic – successful in the treatment of schizophrenia
- Treatment of individuals dually diagnosed with mental illness and substance abuse disorders
- Specialized treatment tracks for PTSD, OCD and Hoarding

ADULT & FAMILY OUTPATIENT MENTAL HEALTH CLINIC

Location: 462 Grider Street, Behavioral Health Building

Phone: **716-898-3255**

Hours: **8 am to 5 pm, Monday through Friday**

Comprehensive outpatient treatment services are provided by licensed social workers and counselors, psychiatric nurse practitioners and psychiatrists, including:

- Evidence based treatment for a wide variety of mental health disorders, including but not limited to: First Episode Psychosis (FEP), schizophrenia, bipolar disorders, mood disorders, depression, transitional youth and post-traumatic stress disorder
- Individual and group counseling
- Medication evaluation and monitoring
- Clozaril clinic – successful in the treatment of schizophrenia
- Specialized evidence based Ontrack Program for individuals experiencing first episode psychosis
- Specialized treatment for individuals diagnosed with bipolar disorders
- Specialized treatment for perinatal mental health

PARTIAL HOSPITALIZATION PROGRAM & INTENSIVE OUTPATIENT PROGRAM

Location: 462 Grider Street, Behavioral Health Building

Phone: **716-898-5569**

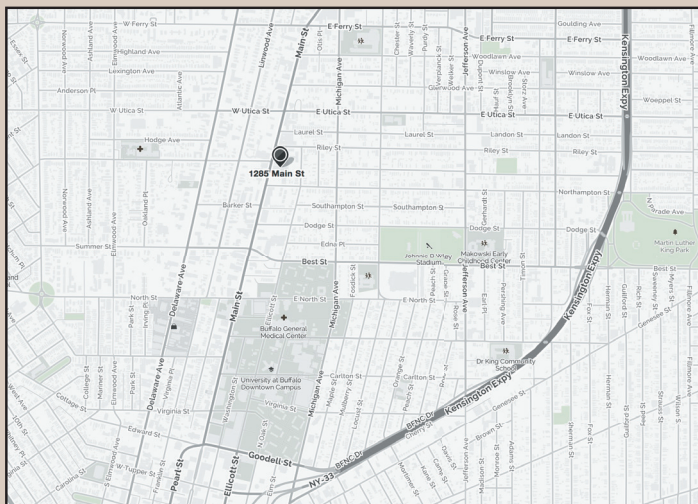
The ECMC's Partial Hospitalization Program (PHP) & Intensive Outpatient Program (IOP) offer intensive outpatient treatment interventions to individuals experiencing acute psychiatric symptoms that impair their daily functioning at home, work and/or school. PHP & IOP treatment is provided by a team of licensed clinical therapists (LMSW/LMHC), and a Psychiatrist

Both programs are designed to stabilize acute symptoms with the intention of avoiding a psychiatric inpatient hospitalization. They are an exceptional resource to outside community providers who may notice an increase in stress and/or mental health symptoms in their patients.

PHP is a step-down or prevention program from inpatient care, for those who may need continued structure and coping skills following their hospitalization. PHP offers evidence-based practices to assist patients in dealing with everyday life stressors that have been challenging prior to their inpatient stay. PHP offers up to six hours of treatment each day, Monday through Friday, 9:30am-2:30pm (with lunch provided).

IOP is a program for those who are less acute that need coping skills, however, do not require the daily intensity that PHP offers. IOP is a four-week program that offers a continuation of evidence-based practices. IOP is three days weekly for four hours Mon-Fri.

1285 Main Street, Buffalo, NY 14209



HELP CENTER WALK-IN CLINIC

Location: 462 Grider Street, Outpatient Behavioral Health Building, Driveway 4, Lot D

Phone: **716-898-1594**

Hours: **8am to 12am daily including weekends and holidays**

ECMC's Help Center is a voluntary community resource that provides evaluations by licensed mental health clinicians to individuals who have urgent mental health needs. The Help Center provides short-term assistance for individuals experiencing a crisis or in distress.

Services include, but are not limited to:

- Immediate crises support
- A safe, respectful environment for individuals in distress
- Appropriate evaluations and referrals to other community resources
- Timely follow-up visits or contact when appropriate

462 Grider Street, Buffalo, NY 14215



F: Behavioral Health Outpatient Center • Parking in Lots D or C