



# 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.