



Patient Guide

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www.jefferson.edu/jup



Jefferson™
University Physicians

Jefferson University Physicians (JUP) was formed in 1995 and was originally known as Jefferson Faculty Foundation. Comprised of about 500 multi-specialty physicians, it is the faculty practice organization of Jefferson Medical College, part of Thomas Jefferson University.

JUP supports the full-time faculty in the provision of patient care as well as the pursuit of the educational and research missions of Thomas Jefferson University. JUP physicians provide care throughout the Philadelphia region including Center City and surrounding counties.

JUP's IDEAL Patient Experience

Our goal is to exceed your expectations!

I – Importance

We consider you to be our most important priority.

D – Dignity

We promise to ensure an atmosphere of dignity and respect.

E – Efficiency

We strive for efficient and effective delivery of services.

A – Accessibility

We recognize that your time is valuable and we will provide prompt access to your healthcare team.

L – Leadership

We take a leadership role in creating premier, patient-focused healthcare.

Welcome to Jefferson University Physicians

Thank you for choosing Jefferson University Physicians for your healthcare needs. Our primary goal is to provide our patients with the highest quality medical care. Please take this opportunity to read our brochure. It will provide you with useful information about our offices and policies.

Appointment Policy

Every effort will be made to ensure that our providers keep close to schedule. Please remember that the nature of medicine assumes that certain unexpected and emergent situations will arise throughout the day. If a provider is running behind schedule, you will be notified at the time of check-in. If you are unable to wait for the provider, we will be happy to reschedule your appointment.

We require you to arrive at least 15 minutes prior to your scheduled appointment time to complete the check-in process. Individual practices may require you to arrive earlier to complete medical related questionnaires. If you arrive more than 15 minutes after your scheduled appointment time, you may be asked to reschedule your appointment.

Financial Policy

We have some basic guidelines concerning insurance and financial requirements. These guidelines help us hold down healthcare costs by reducing our billing and collections costs. Although we will work with you, we will not misrepresent any medical information to receive payment from your insurance company.

The law requires us to collect all co-payments and deductibles. Co-pays are collected at the time of service. Methods of payment that are accepted in all offices are cash or check. Most practices also accept Visa, MasterCard and debit cards. Please check with the individual office to confirm. If you have an inability to pay for healthcare services provided to you, please ask to discuss available options with the practice billing representative.

If you have a managed care insurance and are required to bring a referral, you must bring it with you on the date of your visit. It is Jefferson University Physicians policy to reschedule appointments if necessary insurance information is not provided at the time of visit.

To speak to someone regarding a bill that you received from Jefferson University Physicians, please call: **215-503-BILL**. (215-503-2455)

Central Registration

The Central Registration Department's function is to verify and maintain correct patient insurance information. In order to ensure that the correct data is collected, you may receive a phone call prior to your scheduled appointment. If you miss their call, the patient hotline number is **215-503-3491**.

Special Services

Jefferson University Physicians wish is to provide all patients meaningful access to healthcare in an environment that respects their preferred language and culture. Accordingly, Jefferson University Physicians will offer foreign and sign language assistance services at no cost to patients. Some insurance carriers also provide interpreter services that they will coordinate. Please check with your insurance company to see if these services are included in your benefits. You must let the office know prior to your visit if these services are needed.

Communication of Protected Health Information

As stated in the JUP Notice of Privacy Practices brochure, we are required to keep your medical information private, but we respect that you may choose to have us share this information with other individuals. If you desire this option, please request a "Communication of Protected Health Information" form at your next visit. This will identify for your healthcare providers with whom they can share your medical related information.

Medical Forms

We will be happy to fill out all appropriate and necessary medical forms. In the majority of instances, you will be charged no more than \$25.00 for medical related forms. However, an individual practice may apply a higher fee based on the complexity of the form. These forms may include: disability, school, driving and parking permits, camp and sports physicals, utility company medical necessity, pre-employment physicals, FMLA, and immunization records.

Medical Records

We will be happy to provide copies of medical records as needed. When appropriate, we require a fee as designated by Pennsylvania state law and a signed Jefferson University Physicians authorization form. Be sure to give the office advance notice that records are needed to ensure that they will be available.

Patient Surveys

As part of our quality assessment and improvement activities, we survey our patients to learn about your experiences at our offices. Your opinion matters to us, so please take a few minutes to complete our survey if you receive one. It is important to know which provider you are being surveyed about, so please be sure to check the top of the survey for this information.

Your comments and suggestions about your visit will help us evaluate our services and understand how we might improve our care. Thank you for helping us as we continually strive to provide the IDEAL patient experience!

Service Ambassador Program

As part of our promise to deliver the IDEAL experience for our patients, we have instituted a Service Ambassador Program. Each Jefferson University Physicians practice has identified individuals to act in this capacity. The goal of this program is to provide ongoing customer service training and mentoring in our JUP offices.

Electronic Medical Record (EMR)

Jefferson University Physicians will be implementing an Electronic Medical Record (EMR) which will further support our commitment to deliver superior quality patient care. This implementation will take place from practice to practice over the next two years.

Some of the benefits that you will begin to see are:

- > Providing immediate and secure access for physicians to your clinical health information
- > Coordinating your care among Jefferson physicians
- > Automating direct delivery of prescriptions to your pharmacy
- > Removing extra and unnecessary steps for your physician and staff

If you are visiting an EMR practice, please be sure to bring your prescription benefit card and pharmacy information to your visit.

Although the providers and staff will be trained thoroughly prior to the date they will start using the system, there will still be a period of adjustment when using the system for the first time in the office. We appreciate your patience during this transition.

At Jefferson, we have always been dedicated to delivering quality clinical care along using the state of the art technology to advance patient care.

DIRECTORY

Telephone Options

All Jefferson University Physicians automated telephone systems have five standard telephone options:

- > **Option 1:** Physicians Only Line
- > **Option 2:** Office Address/Directions/Fax
- > **Option 3:** Appointment Scheduling
- > **Option 4:** Prescription Requests
- > **Option 5:** All Other Requests

Office Numbers

Anesthesiology

Jefferson Pain Center

- 215-955-7246
Ben Franklin House, 834 Chestnut St., Suite T-150
Philadelphia, PA 19107

Cardiology

Jefferson Heart Institute

- 215-955-5050
925 Chestnut St., Mezzanine
Philadelphia, PA 19107
- 610-667-5555
401 City Line Ave., Suite 525
Bala Cynwyd, PA 19004
- 215-676-8300
Frankford Health Center, 9501 Roosevelt Blvd., Suite 206
Philadelphia, PA 19114
- 215-955-5050
Jefferson Healthcare – Voorhees, 443 Laurel Oak Rd., Suite 230
Voorhees, NJ 08043

Dermatology

Jefferson Dermatology Associates

- 215-955-6680
833 Chestnut East, 833 Chestnut St., Suite 740
Philadelphia, PA 19107

Endocrinology

Jefferson Endocrinology & Diabetes Associates

- 215-955-1925
Walnut Towers, 211 S. 9th St., Suite 600
Philadelphia, PA 19107
- 215-952-5050
Frank Bove Center, 2301 S. Broad St.
Philadelphia, PA 19148

Family and Community Medicine

Jefferson Family Medicine Associates

- 215-955-7190
833 Chestnut East, 833 Chestnut St., Suite 301
Philadelphia, PA 19107

JFMA Geriatrics

- 215-546-0224
509 S. Broad St.
Philadelphia, PA 19147

JFMA Maternal Child Health

- 215-955-7190
833 Chestnut East, 833 Chestnut St., Suite 301/OB
Philadelphia, PA 19107

JFMA Sports Medicine

- 215-955-7190
833 Chestnut East, 833 Chestnut St., Suite 301/SP
Philadelphia, PA 19107

Gastroenterology

Jefferson Digestive Disease Service

- 215-955-8900
Main Building, 132 S. 10th St., Suite 480
Philadelphia, PA 19107
- 215-955-8900
Jefferson Healthcare – Voorhees, 443 Laurel Oak Rd., Suite 230
Voorhees, NJ 08043

Hematology

Jefferson Hematology Associates

- 215-955-4730
1015 Chestnut St., Suite 1020
Philadelphia, PA 19107

Infectious Diseases

Jefferson Infectious Diseases Associates

- 215-955-5161
Walnut Towers, 834 Walnut St., Suite 650
Philadelphia, PA 19107

Bonnie Van Uitert, MD

- 215-879-8127
Park Plaza Condominiums, 3900 Ford Rd., Suite A
Philadelphia, PA 19131
- 215-879-8127
Mercy Hospital, 501 S. 54th St.
Philadelphia, PA 19143

Internal Medicine

Jefferson Internal Medicine Associates

- 215-955-6180
833 Chestnut East, 833 Chestnut St., Suite 701
Philadelphia, PA 19107

Jefferson Center for Vascular Diseases

- 215-955-6540
833 Chestnut East, 833 Chestnut St., Suite 702
Philadelphia, PA 19107

Associates in Jefferson Primary Care

- 856-596-7768
9002-F Greentree Commons, Rte. 73 & Lincoln Dr.
Marlton, NJ 08053

Jefferson Medical Care – South Philadelphia

- 215-551-8660
2301 S. Broad St., Suite 205
Philadelphia, PA 19148

Kyong Bin Park, MD, PhD

- 610-853-9328
Falcon Ctr., 525 West Chester Pike, Suite 102-B
Havertown, PA 19083

Richard Katz, MD & Associates

- 215-879-9342
Park Plaza Condominiums, 3900 Ford Rd., Suite A
Philadelphia, PA 19131

Medical Oncology

Jefferson Medical Oncology Kimmel Cancer Center

- 215-955-8874
925 Chestnut St., Suite 320
Philadelphia, PA 19107

Jefferson Infusion Center Kimmel Cancer Center

- 215-955-8874
925 Chestnut St., Suite 220
Philadelphia, PA 19107

Nephrology

Jefferson Renal Associates

- 215-503-3000
833 Chestnut East, 833 Chestnut St., Suite 700
Philadelphia, PA 19107
- 215-955-6550
Gibbon Building, 111 S. 11th St., Suite 4290
Philadelphia, PA 19107
- 215-955-6550
Jefferson Healthcare – Voorhees, 443 Laurel Oak Rd., Suite 230
Voorhees, NJ 08043

Jefferson Renal Associates (Pediatric Nephrology)

- 215-503-2501
833 Chestnut East, 833 Chestnut St., Suite 700
Philadelphia, PA 19107

Neurology

Jefferson Neurology Associates (Main)

- 215-955-1234
Jefferson Hospital for Neuroscience, 900 Walnut St., 2nd Floor
Philadelphia, PA 19107

Jefferson Stroke Center/Cerebrovascular Disease

- 215-955-4087
Jefferson Hospital for Neuroscience, 900 Walnut St., 2nd Floor
Philadelphia, PA 19107

Jefferson Epilepsy Center/Neurophysiology (EEG)

- 215-955-1222
Jefferson Hospital for Neuroscience, 900 Walnut St., 2nd Floor
Philadelphia, PA 19107

Jefferson Multiple Sclerosis Center/Neuroimmunology

- 215-955-6871
Jefferson Hospital for Neuroscience, 900 Walnut St., 2nd Floor
Philadelphia, PA 19107

Neuromuscular Disease/EMG

- 215-955-7952
Jefferson Hospital for Neuroscience, 900 Walnut St., 2nd Floor
Philadelphia, PA 19107

Parkinson's Disease/Movement Disorders

- 215-503-2724
Jefferson Hospital for Neuroscience, 900 Walnut St., 2nd Floor
Philadelphia, PA 19107

General Neurology

- 215-503-2724
Jefferson Hospital for Neuroscience, 900 Walnut St., 2nd Floor
Philadelphia, PA 19107

Jefferson Headache Center

- 215-955-2243
Gibbon Building, 111 S. 11th St., Suite 8130
Philadelphia, PA 19107

Neurosurgery

Jefferson Neurosurgical Associates

- 215-955-7000
COB, 909 Walnut St., 2nd Floor
Philadelphia, PA 19107
- 215-955-7000
Jefferson Healthcare – Voorhees, 443 Laurel Oak Rd., Suite 230
Voorhees, NJ 08043

Obstetrics & Gynecology

Jefferson Center for Women's Medical Specialties

- 215-955-5000
Ben Franklin House, 834 Chestnut St., Suite 300
Philadelphia, PA 19107
 - > General Obstetrics & Gynecology
 - > Jefferson Fibroid Center
 - > Reproductive Endocrinology
 - > Urogynecology

Jefferson Center for Maternal Fetal Health

- 215-955-7500
Ben Franklin House, 834 Chestnut St., Suite 300
Philadelphia, PA 19107
 - > Maternal Fetal Medicine
 - > Ultrasound
 - > Non-stress Testing
 - > Fetal Therapy Center

Gynecologic Oncology

- 215-955-6200
Ben Franklin House, 834 Chestnut St., Suite 300
Philadelphia, PA 19107

Jefferson Obstetrics & Gynecology Associates (JOGA)

- 215-955-6776
Ben Franklin House, 834 Chestnut St., Suite 420
Philadelphia, PA 19107

Otolaryngology – Head And Neck Surgery

Otolaryngology-Head and Neck Surgery

- 215-955-6760
925 Chestnut St., 6th Floor
Philadelphia, PA 19107

Psychiatry

Jefferson Department of Psychiatry & Human Behavior

- 215-955-8962
833 Chestnut East, 833 Chestnut St., Suite 210
Philadelphia, PA 19107

Pulmonary

Jefferson Pulmonary Associates

- 215-955-5161
Walnut Towers, 834 Walnut St., Suite 650
Philadelphia, PA 19107
 - > Asthma Center
 - > Interventional Bronchoscopy
 - > Pulmonary Medicine
 - > Tobacco Intervention Program

Radiation Oncology

Jefferson Radiation Oncology Associates

- 215-955-6702
Gibbon Building, 111 S. 11th St., Bodine Ctr., Suite 1-317
Philadelphia, PA 19107

Jefferson Radiation Oncology Center at Lower Bucks

- 215-785-9910
Lower Bucks Hospital, 501 Bath Rd.
Bristol, PA 19007

Radiation Oncology Pavilion at Methodist Hospital

- 215-952-1444
Thomas Jefferson University Hospital, 2301 S. Broad St.
Philadelphia, PA 19148

Jefferson Radiation Oncology Center at Riddle

- 610-627-4350
Riddle Memorial Hospital, 1078 W. Baltimore Pike
Health Care Center I, Suite 2
Media, PA 19063

Jefferson Hospital for Neuroscience (Stereotactic Radiosurgery)

- 215-503-7006
9th and Walnut Sts.
Philadelphia, PA 19107

Jefferson Hospital for Neuroscience (Gamma Knife)

- 215-503-1875
9th and Walnut Sts.
Philadelphia, PA 19107

Radiation Oncology Center

- 215-612-4300
Frankford Hospital - Torresdale, Red Lion & Knights Rds.
Philadelphia, PA 19114

Rehabilitation Medicine

Jefferson Rehabilitation Medicine Associates

- 215-955-1200
25 S. 9th St., 1st Floor
Philadelphia, PA 19107

Rheumatology

Jefferson Rheumatology Associates

- 215-955-8430
Walnut Towers, 211 S. 9th St., Suite 600
Philadelphia, PA 19107

Jefferson Arthritis and Osteoporosis Center

- 610-664-0134
146 Montgomery Ave.
Bala Cynwyd, PA 19004

Sleep Disorders

Jefferson Sleep Disorder Center

- 215-955-6175
Walnut Towers, 211 S. 9th St., Suite 500
Philadelphia, PA 19107

Surgery

Cardiothoracic Surgery

- 215-955-6996
Medical Office Building, 1100 Walnut St., 5th Floor
Philadelphia, PA 19107

Colon and Rectal Surgery

- 215-955-5869
Medical Office Building, 1100 Walnut St., 5th Floor
Philadelphia, PA 19107
- 215-551-0360
1900 S. Broad St.
Philadelphia, Pa 19145

General and Endocrine Surgery

- 215-955-5528
Medical Office Building, 1100 Walnut St., 5th Floor
Philadelphia, PA 19107

General and Hepatopancreatobiliary Surgery

- 215-955-9402
Medical Office Building, 1100 Walnut St., 5th Floor
Philadelphia, PA 19107

General, Oncologic and Hepatopancreatobiliary Surgery

- 215-955-6750
Medical Office Building, 1100 Walnut St., 5th Floor
Philadelphia, PA 19107
- 215-551-0360
1900 S. Broad St.
Philadelphia, Pa 19145

Transplant Surgery

- 215-503-6308
Medical Office Building, 1100 Walnut St., 5th Floor
Philadelphia, PA 19107

Trauma/Critical Care

- 215-955-2600
Medical Office Building, 1100 Walnut St., 5th Floor
Philadelphia, PA 19107

Vascular Surgery

- 215-955-8304
Gibbon Building, 111 S. 11th St., Suite 6350
Philadelphia, PA 19107

- 215-551-0360
1900 S. Broad St.
Philadelphia, PA 19145

Urology

Jefferson Urology Associates

- 215-955-1000
833 Chestnut St., Suite 703
Philadelphia, PA 19107
- 215-465-2475
2501 S. Broad St.
Philadelphia, PA 19148

Kimmel Cancer Center Multidisciplinary GU Clinic

- 1-800-533-3669
Bodine Center, 111 S. 11th St.
Philadelphia, PA 19107

On-Campus Radiology Sites

To make an appointment for any Jefferson Radiology Site, please call **1-800-JEFF NOW** (1-800-533-3669).

Breast Imaging Diagnostic

Medical Office Building, 1100 Walnut St, 4th Floor

Breast Imaging, Screening/ Ultrasound, General

Clinical Office Building, 909 Walnut St, Basement

Cardiovascular/Interventional

Gibbon Building, 111 S. 11th St., Suite 5390

Jefferson Hospital for Neuroscience CT/MRI

900 Walnut St., Basement

Jefferson Imaging Center, MRI Scans

Clinical Office Building, 909 Walnut St., 1st Floor

Nuclear Medicine

Main Building, 132 S. 10th St., 8th Floor

Outpatient-Diagnostic / Pediatric Radiology / CT /MRI

Gibbon Building, 111 S. 11th St., Suite 3350

Ultrasound (Same Day)/Ultrasound Interventional Procedures/ Ultrasound, Vascular

Thompson Building, 132 S. 10th St., 7th Floor

Jefferson Center City Imaging (JCCI)

850 Walnut St., 1st Floor
215-503-4900

On-Campus Outpatient Laboratory Sites

Outpatient Laboratory

- 215-955-7113
Gibbon Building, 111 S. 10th St., Suite 1114

Outpatient Laboratory

- 215-955-2989
833 Chestnut East, 833 Chestnut St., Suite 201

Patient Test Center

- 215-955-8198
925 Chestnut St., 4th Floor

Blood Donor Center

- 215-955-7791
Gibbon Building, 111 S. 11th St., Suite 8230

Jefferson Pharmacies

Jefferson Apothecary

- 215-955-8845
Hospital Lobby Entrance
111 S. 11th St.

Jefferson Pharmacy

- 215-955-4400
833 Chestnut St., 1st Floor

Jefferson Pharmacy – Walnut Street

- 215-503-1135
908 Walnut St.

NOTES

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flap pocket with business card slits
(open on left side, glued to cover on right and bottom)