



Name: (First) _____ (Last) _____ MRN: _____

Welcome to **EHHOP**, the East Harlem Health Outreach Partnership! We are a student-run, physician-supervised primary care clinic affiliated with the Icahn School of Medicine at Mount Sinai. We provide medical care in a respectful environment to East Harlem adults who do not have health insurance. There is **no cost** for our services.

Where We Are:

Mount Sinai Center for Advanced Medicine
17 E 102nd St., 7th floor, New York, NY 10029

When We're Open: Saturdays from 9am-12pm. We are closed on major holidays.

Services We Offer at EHHOP

Medical and Clinical Services

- **Medical team** – This is the team you will see when you have a medical appointment at EHHOP. It is made up of at least one student doctor or nurse practitioner student and one attending physician (supervising doctor who has already received their medical degree).
- **Nutrition Corps and Dietician** – Our nutrition team offers nutrition, diet and weight counseling and can help you achieve your health goals.
- **Specialty Clinics** - We have four specialty clinics that also run on Saturdays, but less frequently.

Ophthalmology (Eye) Clinic - once a month
Mount Sinai Center for Advanced Medicine
17 E 102nd St, 8th floor
New York, NY 10029

Women's Health Clinic - once a month
Klingenstein Pavilion
1176 5th Avenue (between 98th and 99th St)
New York, NY 10029

Mental Health Clinic - 2-3 times a month
Mount Sinai Center for Advanced Medicine
17 E 102nd St, 7th floor
New York, NY 10029

Cardiology (Heart) Clinic - every 2-3 months
Mount Sinai Center for Advanced Medicine
17 E 102nd St, 7th floor
New York, NY 10029

Social Support Services

- **Access to Care Team (ACT)** – The ACT team helps you with any bills or insurance issues, helps schedule appointments to specialty doctors outside of EHHOP, and can also connect you with community resources.
- **Social Workers** – Our team of social workers is at every clinic day and can help you with issues related to housing, food, employment, immigration and referrals for legal help and other services. We can also help you find community resources for any issues.



Navigating Clinic

- **Clinic Managers** – Our students at the front desk check you into clinic and help set up future appointments.
- **EHHOP Interpreters** – Students physically in clinic for any English-Spanish translation needs.

Scheduling appointments

If you would like an appointment with any of the services above, please call us at **(877)372-4161** and leave a detailed message. A student will return your call within 1-2 days. You can also or speak to one of the students (clinic managers) at the front desk on Saturdays to schedule an appointment.

Walk-in Policy

EHHOP does take walk-in patients on clinic days. If you have an urgent issue and would like to speak to a doctor but do not have an appointment, you can come to EHHOP on a clinic day. To be sure you can be seen, please call ahead at **(877)372-4161** and come to EHHOP at 9:00am.

What if I want to speak to a student doctor on other days of the week?

If you want to speak to a student doctor during the week because you are not feeling well or have a question about your medications, please call **(877) 372-4161** and leave a detailed message. **A student doctor will give you a call back soon to answer your questions.**

EHHOP Pharmacy

We offer all medications at **no cost** for our patients. Our pharmacy is located on **1468 Madison Avenue** (see Pharmacy Directions Sheet). Any new medications ordered in clinic on Saturday will be ready at the pharmacy by the following Monday afternoon. If you are out of refills and need a new prescription, please call us at **(877) 372-4161**.

To order refills of your medications, please call the pharmacy **at least 2 days** before you run out of your medications. Call **212-241-0485** and leave a message with the following information:

1. Spell your last name, and spell your first name
2. State your date of birth or MRN (see above)
3. Give the medication name(s)
4. Give your phone number
5. Say you are an EHHOP patient.

Your **medication refills will be ready the next business day**. The Mount Sinai pharmacy is open **Monday - Friday from 8:30am to 5:00pm**.

More questions?

Feel free to call us at **(877) 372-4161** and leave a detailed message. You can also email us at ehhop.clinic@icahn.mssm.edu