

**Providing access to a wide range of healthcare services in one convenient location.**

The new UR Medicine Complex Care Center (CCC), scheduled to open in spring 2016, will be a comprehensive resource for adults with childhood onset health conditions.

Conveniently located at 905 Culver Road, the CCC will fill a vital healthcare need in the Greater Rochester and Finger Lakes regions, which currently have no centralized healthcare service for referring providers, service agencies or patients ages 19 and older with chronic health conditions.

Our highly experienced, professional team at the CCC will be dedicated to providing the best possible care for patients with unique healthcare needs.



Supported by a grant from:  
greater rochester

Health  
foundation

Contact us.

For more information or to schedule an appointment, please call 585-276-7900.

UR Medicine Complex Care Center  
905 Culver Road  
Rochester, NY 14609

Free, handicapped-accessible parking is available directly outside our building.

Hours:

Monday through Friday  
8:30 a.m. to 5:00 p.m.



# Complex Care Center

Comprehensive care for adults with childhood onset health conditions.



The Complex Care Center will offer a variety of services and supports to meet the individual goals of patients and their families, as well as the needs of referring providers.

## Conditions we treat.

The CCC will be a health service resource for adults with childhood onset conditions including, but not limited to:

- Autism spectrum disorder
- Cerebral palsy
- Childhood cancers
- Congenital heart disease
- Cystic fibrosis
- Intellectual and developmental disabilities
- Metabolic disorders
- Myotonic dystrophy
- Sickle cell disease
- Spina bifida

## Clinical Services

We will provide a primary care medical home for our patients. Our primary care clinicians, who have specialized training in adult and pediatric medicine, will be on-site to offer services including:

- Behavioral health counseling
- Dental services\*
- Nutritional counseling
- Occupational therapy
- Physical therapy
- Respiratory therapy

\*Provided by The Eastman Institute of Oral Health

## Community Outreach

The CCC will launch a web site with a centralized database of services in our community. This resource will allow providers, service agencies and patients greater access to community-based services when and where they need them.

## Workforce Development

We will provide comprehensive support (e.g. phone consultations, educational sessions, patient care protocols and educational modules) to providers and caregivers locally and regionally. This support will allow patients to stay as close to home as possible for their care—and increase the knowledge base of the workforce needed to keep patients healthy in their own home setting.

## Data Management

In order to make the transition to adult health care as smooth as possible, the CCC will support pediatric providers by supplying educational opportunities and patient registries. This will help ensure that every patient and family has the best understanding of the healthcare resources that are available after graduating from the pediatric care model.

## Care Management

Managing health can often be a daunting task requiring coordination and reconciliation of health insurance, multiple provider visits, medical equipment and school/vocational training, as well as legal issues. The CCC will offer:

- Coordination of care for patients by utilizing the Medicaid Health Home model and other care management programs.
- One care manager for every 40 patients. Our care managers will help patients navigate the complex healthcare system and optimize their life goals.

## About Dr. Pulcino



Tiffany Pulcino, MD, MPH has devoted the past seven years to the development of the UR Medicine Complex Care Center. In addition to serving as Assistant Professor of Internal Medicine and Pediatrics at UR Medicine, Dr. Pulcino is the Director of the Complex Care Center. She also serves a role at the Medical Center in creating new, integrated health services for other populations of patients with access challenges.