

RIGHT CARE,
RIGHT PLACE,
RIGHT TIME



Increased Emergency care, or Urgent Care, with Western New York Immediate Care (WNYIC)

Through our collaboration, IHG has direct access to WNYIC's office staff, nurses, doctors, and providers. Should you need emergency/urgent care, your IHG care team will know what is happening with your care and can communicate quickly with WNYIC to provide you the most comprehensive care.



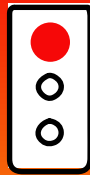
WNYIC Locations

WNYIC is a multi-location Urgent Care Center with facilities in Amherst, Buffalo, Depew, and Orchard Park. Find locations, directions and hours at www.wnyimmediatecare.com/location



Legacy Relationship with Mercy Ambulatory Care Center (MACC)

Our strong relationship with MACC has earned IHG unprecedented access to their ER doctors, nurses, providers, and administrative staff. This has led to better care for our patients.

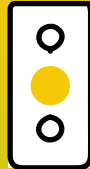


When should I go to the emergency room or dial 911?

Health symptoms and conditions that may warrant an ER visit include:

- Chest pain, Seizure, Vomiting blood, Deep open wounds, Severe and sudden Pain, Severe Burns, Sudden Shortness of Breath, Weakness/ numbness on one side, Slurred speech, Fainting/ change in mental state, Head or eye injury, Vaginal bleeding with pregnancy

This list is not exclusive, but rather a general list of common symptoms that warrant an emergency room visit.



When should I go to Urgent Care?

Urgent Care Centers are a good option when there is not access to your primary care office. Urgent care is not emergency care. Urgent care centers are same-day clinics that can handle a variety of medical problems that need to be treated right away, but are not considered true emergencies.

Examples of conditions that may warrant urgent care treatment:

- Nausea and Vomiting, Possible Broken Bones, Fever Not Affected by Antipyretics i.e., Tylenol, Advil, Acetaminophen, Dehydration, Resistant Migraine Headaches



When should I contact IHG?

Examples of conditions that may warrant contacting IHG include:

- General medical office visits, Medication refill, Preventative care visits, Acute care visits for new short-term health issues, Follow-up visits for chronic care conditions such as diabetes, hypertension, lung problems, bowel or bladder issues, Immunizations and vaccines

Exclusive Direct Line:

📞 716-662-7008 🌐 www.ihgwny.com

📍 3671 Southwestern Blvd, Suites 101 & 213, Orchard Park, NY 14127



ENHANCED
BENEFIT OFFERING
FOR TRADITIONAL
MEDICARE



Find a WNY
Immediate
Care Location

www.wnyimmediatecare.com/location

Right Care, Right Place, Right Time

Enhanced Medicare Benefits from Inspired Health Group (IHG)

IHG has great news for you! Throughout 2023, your benefits have increased at no extra cost to you.

UNPARALLELED ACCESS



Patient Portal

Using a computer or smartphone with internet access, you can also message your care team via your patient portal. Your patient portal can also be used to view test results, request medication refills, schedule an appointment & more. To activate your account, call us at 716-662-7008!



After Hours Contact

Should you have an urgent need to speak to a provider after hours, patients can leave a message with our 24/7 answering service by calling 716-662-7008. If you feel you are in need of immediate or urgent medical care, please consider a visit to any WNY Immediate Care location or another urgent care facility while our office is closed. For life threatening emergencies, please call 911 or go to your nearest hospital.



Web Access

Head to www.ihgwny.com to access more information, resources, schedule appointments and more!



PHARMACEUTICAL CARE



Personal Pharmacy Care

IHG has partnered with RxLive, elevating the integration of pharmacy care into primary health care. This does not replace your pharmacy.

- Whenever you go to the hospital or Emergency Room, RxLive will reach out to you before you leave, giving you access to a clinical pharmacist to go over all your medications.
- For your regularly scheduled visits with IHG, a clinical pharmacist will look over all your current medications while also looking for ways to save you money.
- RxLive will contact you periodically to connect you with a clinical pharmacist and check to make sure your medications are working properly for you.



Learn more

Find out more about RxLive's medication management services at www.ihgwny.com!

What is RxLive?

- RxLive connects pharmacists and patients on a secure, private, and personal platform via video or phone.
- It takes the best elements of traditional independent pharmacy – expert patient care, a service mindset, and an individual relationship between the pharmacist and the patient – and combines it with the technology-based convenience and data-driven decision-making that today's patients come to expect and demand.

How does RxLive Benefit me?

- Before your next office visit, RxLive will reach out to schedule your appointment with a clinical pharmacist. The pharmacist will consider your current medications and try to find ways to save you money and improve your health. This information will be shared with your IHG provider and reviewed at your office visit.
- If you end up in the hospital, you will speak with an RxLive clinical pharmacist before you leave so they can review your medications. This care will be coordinated with your providers at the hospital. You will also hear from the RxLive team soon after you leave to check that your medications are working as well as possible.
- If you have questions about your medications, you can always schedule a virtual appointment to talk about these concerns.

Schedule a Telephone or Video Consultation with your Pharmacist at IHG:



1-866-234-4974



www.rxlive.com/book