

Primary Care Providers

Your primary care provider (PCP) is the medical professional who sees you regularly and who knows you best. Yale Health believes that a close relationship with your PCP plays an essential role in providing efficient and personalized care.

Your PCP is at the center of a team of dedicated providers and nurses who work together to take care of you. Your PCP is also your access point for specialty care.

A primary care provider is designated for you upon enrollment in Yale Health. Female members are designated with a PCP in the Ob/Gyn Department as well as the Department of Internal Medicine. Children are designated with a PCP in the Department of Pediatrics. If you would like to choose a different PCP, contact Member Services at 203 432 0246 to review the list of available providers.

Building Guide by Floor

- | | |
|--|---|
| LL Behavioral Health
Blood Draw
Diagnostic Imaging
Ophthalmology
Sexual Harassment
and Assault Response
& Education (SHARE) | 2 Allergy
Employee Health
Immunization
Nutrition
Obstetrics & Gynecology
Physical Therapy
Specialty Services |
| 1 Acute Care
Being Well at Yale
Café
Moreson H. Kaplan
Conference Center
Internal Medicine
Member Services
Pharmacy | 3 Business Office
Dermatology
Pediatrics |
| | 4 Director's Office
Endoscopy
Inpatient Care
Molly Meyer
Healing Garden |

What is Yale Health?

Yale Health is a not-for-profit, physician-led health insurance option exclusively for members of the Yale community. In fact, over 75% of all Yale faculty and staff are Yale Health members.

Located in a state-of-the-art medical center on campus, Yale Health offers a wide variety of health care services on-site including primary care, specialty care, 24/7 acute care, radiology, blood draw, and pharmacy. When your condition requires more specialized care or a hospitalization, there's an extensive network of specialists drawn largely from the faculty at Yale School of Medicine. With Yale Health, emergency care is covered anywhere in the world.

There is no limitation for pre-existing conditions, and most preventive, diagnostic and treatment services involve no deductible and no claim forms.

Care at the Yale Health Center

You will receive most of your care at the Yale Health Center. If your PCP refers you to an outside provider/specialist, prior authorization is required.

We have a dedicated care management team who is there for you when your health gets complicated, whether you have had a recent hospitalization or are dealing with multiple issues. They are here to support and help you navigate the healthcare system both within and outside of Yale Health.

Either as an alternative to a hospital stay, or an extension of a hospital stay, Inpatient Care at the Yale Health Center allows you to receive the care you need in an intimate and caring environment from our highly trained staff.

Member Guide to Yale HEALTH

FOR FACULTY AND STAFF

Yale HEALTH
yalehealth.yale.edu

Yale HEALTH

Yale Health
55 Lock Street
PO Box 208237
New Haven, CT 06520-8237

yalehealth.yale.edu

Member Services
203 432 0246
member.services@yale.edu

Acute Care
203 432 0123

Internal Medicine
203 432 0038

Obstetrics/Gynecology
203 432 0222

Pediatrics
203 432 0206



How to Get Care

You may call the following departments directly to schedule an appointment: Internal Medicine, Ob/Gyn, Pediatrics, Ophthalmology, Behavioral Health and Immunizations (walk-in).

The following departments require a referral: Diagnostic Imaging, Specialty Services, Blood Draw, Dermatology, Immunization, Nutrition, Physical Therapy, Allergy and Endoscopy.

During Regular Hours

Call your primary care department to schedule an appointment or get medical advice.

MyChart

Send a message to your provider for non-urgent medical advice or request an appointment. Schedule your Internal Medicine appointment yourself.

After Hours, Weekends, and Holidays

For urgent needs call 203 432 0123 or go to Acute Care directly.

In an Emergency

For life-threatening emergencies, immediately call 911.

PARKING

On-site parking is available in the garage adjacent to the Yale Health Center at 55 Lock St. The first 90 minutes are free.

The Yale Health Center is also accessible by the Yale Shuttle's Red and Blue Lines.

Pharmacy

The Yale Health Pharmacy is the most convenient way for Yale Health members to get new medications or refill existing prescriptions.*

If your Yale Health provider prescribes a medication for you during an office visit, your prescription will often be ready when you arrive at the pharmacy. If your prescription is not ready we will expedite your order.

*If you choose to have your prescription filled at an outside pharmacy, you will pay the full cost of the medication at the counter and then must submit a Pharmacy Claim form for reimbursement. You will be responsible for the greater of 20% of the cost of the medication or the copay you would have paid at the Yale Health Center Pharmacy.

If you have refills available

you may use the automated refill line at
203 432 0033

or request a refill online at
yalehealthonline.yale.edu/rxrefill.

If you have any questions about your medications

our pharmacists are available to speak with you in person or by phone at **203 432 0033**.

Visit yalehealth.yale.edu/pharmacy for tools to make managing your medications easier:

Determine co-pays for your prescription medications with the **Yale Health Drug List**.

Request a prescription refill online or by calling the **Pharmacy** at 203 432 0033.

Have your prescriptions mailed to your home with **MagellanRx Home Delivery**.

Sign up for **RxReady**, Yale Health's prescription notification system.

Connect with Yale Health

MyChart

yalehealth.yale.edu/mychart

Request appointments, send secure messages to participating providers, and view your test results, health issues, medications, visit notes, and after visit summaries.

WEB SITE

yalehealth.yale.edu

The site features information on all Yale Health departments, the Member Coverage Booklet and a wealth of information to help you manage your health.

SOCIAL MEDIA

facebook.com/yalehealthcenter

"Like" Yale Health Center and get information and health news delivered to your Facebook News Feed.

twitter.com/yalehealth

Follow Yale Health for quick updates and information.

[@yalehealthpix](https://www.instagram.com/yalehealthpix)

Follow Yale Health on Instagram for fun photos taken by and of staff.

E-MAIL SUBSCRIPTION SERVICE

yalehealth.yale.edu/e-mail-subscription-service

Sign up to receive alerts and messages from Yale Health, as well as other messages on topics ranging from children's health to diabetes.

HEALTHCASTS

yalehealth.yale.edu/healthcasts

Listen to our providers discuss a variety of health topics.

CLASSES & EVENTS

yalehealth.yale.edu/attend-classes-and-events

Sign up for one of our classes. Topics range from newborn care to stress management to lowering your salt intake. Join us for a tour of the Yale Health Center followed by an orientation session to learn about Yale Health.

QUESTIONS?

If you have any questions regarding your Yale Health coverage, please contact the Member Services Department
203 432 0246
member.services@yale.edu

TELL US WHAT YOU THINK

Yale Health is always interested in how you feel about the health care you receive from us. You may receive surveys via email and you can submit feedback at any time with our Comment Cards—located throughout the Yale Health Center or online at yalehealth.yale.edu/comment-card.