



Dear Patient,

Thank you for choosing **Nathan Littauer Primary and Specialty Care**—you've made a great decision! We care for patients of all ages, from newborns to seniors, and our **Patient-Centered Medical Home (PCMH)** includes over 70 primary and specialty care providers within a 60-mile radius.

Comprehensive Care & Support


We provide care when you're well and when you're sick, but our support doesn't stop there! Our **Care Management Team** stays in touch between visits, helping you:


- ✓ Achieve your health goals
- ✓ Access educational resources and community programs
- ✓ Arrange transportation if needed
- ✓ Schedule specialty care appointments

Preparing for Your First Visit


For your first appointment, please bring:


- ✓ A list of your **prescribed medications** and over-the-counter supplements
- ✓ Your **photo ID and insurance card**
- ✓ Any other important health information

 **Parking:** Available at all locations, including handicapped spaces.

 **Arrival Time:** Please arrive **15 minutes early** to allow us to prepare your chart and maximize your time with your provider. Failure to do so may result in an increased wait time in clinic.

Office Hours & Quick N Sick Walk-In Care

 **Standard Office Hours:** Monday–Friday, 8 AM – 5 PM. Some sites offer early morning, evening, or weekend hours—please ask your office for details.

 **Quick N Sick Walk-In Care:** Open on weekdays and weekends for minor illnesses and injuries (cough, colds, sore throat, minor cuts, sprains, etc.), reducing the need for urgent care or ER visits.

Weekend Quick N Sick Locations:

- ◆ **Gloversville** – 99 East State Street, Gloversville NY 12078 8am-4pm
- ◆ **Amsterdam** – 375 Golf Course Road, Amsterdam NY 12010 8am to 8pm

Attendance & No-Show Policy

- ✦ Please notify us **at least 24 hours in advance** if you need to cancel or reschedule an appointment.
- ✦ Due to a shortage of primary care providers, **three or more missed or last-minute cancellations** may result in discontinuation of care from our practices.


Prescription Refills & Controlled Substances

- ◆ **Routine refills:** Please allow **72 hours** and request directly through your pharmacy.
- ◆ **Controlled substances:** (e.g., narcotics, benzodiazepines, ambien) **will only be refilled during normal business hours—no after-hours or weekend refills—Please allow 72 hours** from request to fill, for staff completion.

Referrals & Test Results

- ✓ If your insurance requires a referral for a specialist or diagnostic test, we will handle it for you.
- ✓ Test results are reviewed by your provider, and you will receive a follow-up call, letter, or **Patient Portal** notification.
- ✓ If you need or want to discuss your results, please schedule an appointment—we cannot release results over the phone unless specified.

Patient Portal

 **Sign up for easy access to your records, test results, prescription refills, and appointment requests using this link: <https://patientportal.nlh.org/>**

You may request an account by clicking the link provided above.

Medical Records Transfers

Need to transfer your medical records? A signed **records release form** is required. Visit <https://www.nlh.org/faqs/medical-records> and complete ‘Authorization for Patient Records’ Form. You may also contact our **Medical Records Department at (518) 775-4089** for assistance.

Financial Information

- ✓ We process **all insurance claims**. Please check your coverage for co-pays and out-of-pocket costs.
- ✓ **Co-pays are due at the time of service**. We accept checks and credit/debit cards (**no cash**).

We look forward to seeing you at your first visit! **Thank you for choosing us.**

Sincerely,
The Staff at Nathan Littauer Primary & Specialty Care



Our Health Care Team

Our comprehensive services range from newborn care to end-of-life support, encompassing Internal Medicine, Family Medicine, Pediatrics, Cardiology, ENT, General Surgery, Gastroenterology, Neurology, Podiatry, Urology, Women's Health, and Blood Drawing services. You'll have access to a broad spectrum of care with our esteemed providers located at:

Amsterdam Primary/Specialty Care Center 375 Golf Course Road Amsterdam, NY 12010 Primary Care: (518) 212-6090 Quick N Sick: (518) 212-6070	Gloversville Steele Hearing and Ear, Nose, and Throat (ENT) Care Center 182 Steele Avenue Gloversville, NY 12078 Phone Number: (518) 725-8656
Broadalbin Primary/Specialty Care Center 103 County Highway 138 Broadalbin, NY 12025 Phone Number: (518) 883-1023	Johnstown Primary/Specialty Care Center 110 Decker Drive Suite 100 Johnstown, NY 12095 Phone Number: (518) 571-4200
Caroga Lake Primary/Specialty Care Center 1840 State Highway 10 Caroga Lake, NY 12032 Phone Number: (518) 835-2341	Kingsboro GI Care Center 434 S. Kingsboro Avenue Ext. Johnstown, NY 12095 Dr. Cohen and Jill Hoffman, PA: (518) 773-8896 Dr. Verma, Dr. Syed, Dr. Minhas, and Laura Caserta, NP: (518) 752-5275
Fonda Primary/Specialty Care Center 46 East Main Street Fonda, NY 12068 Phone Number: (518) 853-3190	Mayfield Primary/Specialty Care Center 2497 State Highway 30, Mayfield, NY 12117 Internal Medicine (518) 661-5493 Family Practice (518) 661-5441
Gloversville Primary/Specialty Care Center 99 East State Street Gloversville, NY 12078 Internal Medicine: (518) 773-5690 Family Practice: (518) 775-4201 Podiatry: (518) 775-4425	Perth Primary/Specialty Care Center 4104 State Highway 30 Perth, NY 12010 Internal Medicine: (518) 883-8620 Family Medicine: (518) 883-8620 Pediatrics: (518) 883-8624 Women's Health: (518) 883-8634 Podiatry: (518) 883-8862
Gloversville Medical Arts Building 99 East State Street Gloversville, NY 12078 Women's Health: (518) 773-5729 General Surgery: (518) 773-5687 Cardiology: (518) 773-5393 Neurology: (518) 773-5691 Urology: (518) 775-4133 Pediatrics: Dr. Sunkara: (518) 775-4234 Dr. Solby: (518) 773-5246 Dr. Princewill: (518) 775-4300	Speculator Primary/Specialty Care Center 2862 State Highway 8 Speculator, NY 12164 Phone Number: (518) 548-8155



**NATHAN
LITTAUER**

Hospital & Nursing Home

99 EAST STATE STREET GLOVERSVILLE, NEW YORK 12078 518.725.8621

The community's partner in health since 1894

Zero Tolerance Policy

Nathan Littauer Primary/Specialty Care is committed to providing a safe environment for the patients it serves, and to prevent abusive conduct in any form. Every staff member of this Organization is responsible for protecting the individuals we serve and ensuring their safety and well-being.

The Zero Tolerance Policy is established for Nathan Littauer Primary/Specialty Care staff, families, and patients. All patients are expected to follow and adhere to this policy. Abuse of any kind will not be tolerated and is taken very seriously.

We aim to provide services with a mutual respect between all staff and patients. Staff members are expected to be polite, helpful, and sensitive to all patients' individual needs and circumstances. The staff will understand that ill patients do not always act in a reasonable manner and will take this into consideration when trying to deal with a misunderstanding or complaint.

However, aggressive behavior, whether it be violent or abusive, will not be tolerated and may result in you being discharged from all Provider Practices. In extreme cases, Law Enforcement may be contacted.

In order for the practice to maintain good relations with their patients, we require our patients to read and sign this policy.

Behavior that would be found unacceptable:

- Using bad language or swearing at the staff
- Any physical violence towards any employee of the Primary/Specialty Care Team or other patients, such as pushing or shoving
- Verbal abuse towards the staff in any form including verbally insulting the staff
- Racial abuse and sexual harassment will not be tolerated in any of the practices
- Persistent or unrealistic demands that cause stress to the staff will not be accepted
- Causing damage/stealing from any of the Practice's premises, staff, or patients