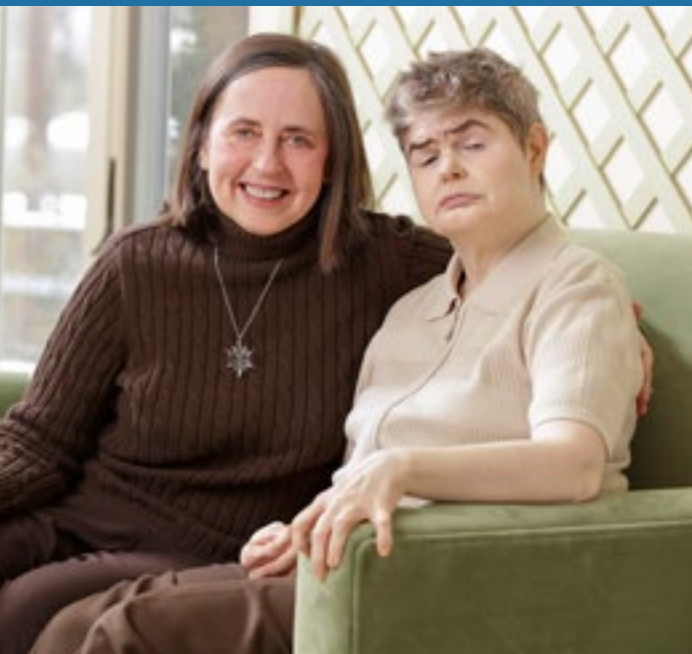


**Providing access to a wide range of healthcare services in one convenient location.**

The UR Medicine Complex Care Center (CCC) is a comprehensive resource for adults with childhood onset health conditions.

Conveniently located at 905 Culver Road, the CCC fills a vital healthcare need in the Greater Rochester and Finger Lakes regions. The CCC offers a centralized healthcare service for referring healthcare providers, service agencies or patients ages 19 and older with complex, chronic health conditions.

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



Supported by a grant from:



For more information, to refer a patient or to schedule a tour of our facility, please call (585) 276-7900 or visit [ccc.urmc.edu](http://ccc.urmc.edu).

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

Free, 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 adult patients with childhood onset health conditions.



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



*The Complex Care Center Team*

### Conditions We Treat

The CCC is a health service resource for adult patients with complicated 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

Our primary care physicians have specialized training in adult and pediatric medicine. Other clinical services will be available on-site including:

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

*\*Provided by The Eastman Institute for Oral Health*

### 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. As a Medicaid Health Home and Care Management Provider, the CCC provides:

- Coordination of care for patients (1:40)
- Assistance navigating the complex healthcare system and other aspects of the patients' lives

### Community Outreach

Our team of practitioners, faculty and staff are dedicated to working with patients, families, community agencies and other healthcare providers to identify and overcome gaps in health care.

The development and maintenance of an extensive resource database by our care team will direct our efforts in assisting patients and families, as well as work toward solutions for unmet needs. By finding and connecting patients with resources – and by proactively following up and fostering a trusting relationship – our goal is to keep patients as healthy and productive in their lives as possible.

### Workforce Development

We provide comprehensive support (phone consultations, educational sessions, patient care protocols and educational modules) to providers and caregivers locally and regionally. This support helps

your patients to stay as close to home as possible for their care – and increases the knowledge base of the workforce needed to keep patients healthy in their own home setting.

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

Current adult healthcare providers require continuous education to maintain knowledge, skills and licensure. Online and in-person courses and conferences will help share the expertise of the CCC's team, as well as increase the knowledge base of other healthcare practitioners, particularly in rural areas.

### About Dr. Pulcino

Tiffany Pulcino, MD, MPH, FACP 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 plays a key role at the Medical Center in creating new, integrated health services for other populations of patients with access challenges.

