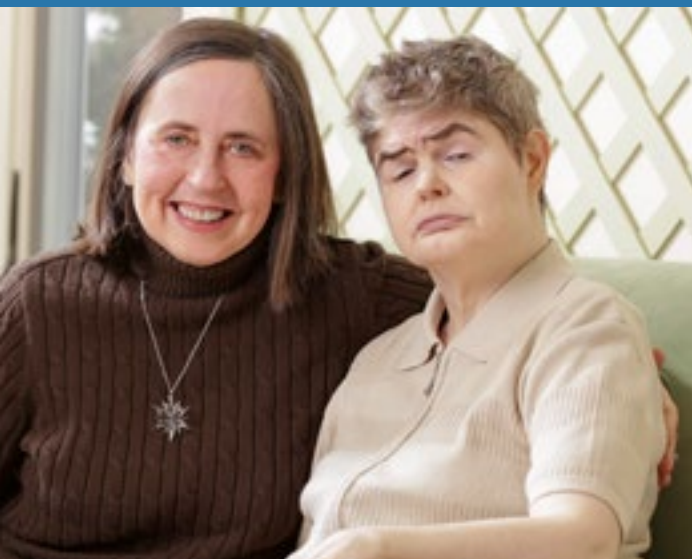


Welcome to the new Complex Care Center.

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, which currently have no centralized healthcare service for patients ages 19 and older with chronic health conditions.

If you or someone you care for has a unique healthcare need, our highly experienced, professional team at the CCC is dedicated to providing the best possible primary care and other clinical services.



Supported by a grant from:



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

Insurance and Referrals: Please contact us to schedule an appointment. We accept most major insurances; patients should refer to their plan's coverage. All co-pays/payments are due at time of service. For added convenience we accept cash, check and all major credit cards.



Complex Care Center

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



Count on us for patient- and family-centered care.

The Complex Care Center offers 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

At the CCC, we specialize in treating patients 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

Services Tailored to Patients' Needs

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

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

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

Support at Every Step

Our goals at the CCC are to help patients stay as close to home as possible for their care – as well as to increase the knowledge base of the workforce needed to keep patients healthy in their own home setting. We assist providers locally and regionally through phone consultations and educational sessions.

Ensuring a Seamless Transition

In order to make the transition to adult health care as smooth as possible, the CCC supports families and pediatric providers by supplying educational opportunities and patient registries. Our team works with patients and their families to ensure they have the best understanding of the healthcare resources that are available after graduating from pediatric care.

Helping Patients and Families Navigate Health Care

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 offers benefits such as:

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



Thank You for Entrusting Us with Your Care

Tiffany Pulcino, MD, MPH, FACP and the entire CCC team look forward to meeting your or your loved one's healthcare needs. Dr. Pulcino 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.



Learn More at
ccc.urmc.edu

The CCC has launched a new web site. This resource gives our patients, their families and providers information about our center and community resources.