



# THE FLOATING HOSPITAL

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## What Shelter residents need to know about continuing care at The Floating Hospital once they leave the shelter system

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### Frequently asked questions

#### Can I continue to be seen by The Floating Hospital if I leave the shelter?

- Yes. Any resident who receives housing and no longer resides in the shelter can be seen at The Floating Hospital's Community Health Center.

#### What services are provided at The Floating Hospital's Community Health Center?

- All of the services you receive now at our shelter clinics including primary medical services, cardiology, dental services, psychotherapy and psychiatric services.

#### How do I make an appointment at The Floating Hospital's Community Health Center?

- Call our appointment line at 718-784-2240

#### Where is The Floating Hospital's Community Health Center located?

- 21-01 41st Ave, Long Island City 11101

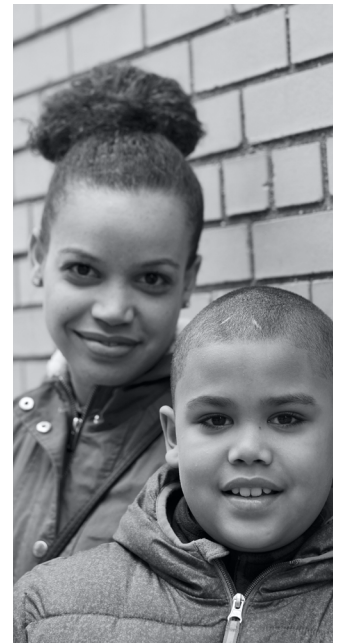
#### What insurance is accepted?

- Most insurance plans are accepted
- Sliding fee for uninsured patients based on household size and income

#### What should I bring with me?

- Insurance card
- Identification
- Vaccination records
- If you don't have insurance, bring proof of household income (your last pay stub or last tax return)

**Call 718-784-2240 for all appointments**  
(medical, dental and behavioral health)



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Shelter residents are required to enroll in a Medicaid Managed Care plan and choose a Primary Care Provider (PCP)



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You must switch your PCP to The Floating Hospital to receive the full array of services we offer, such as medication, vaccines, chronic condition treatment plans, school forms and further referrals.

The Floating Hospital staff will assist you in switching on the day of your first appointment with us.

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(medical, dental and behavioral health)

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# THE FLOATING HOSPITAL

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## Quality primary healthcare and health education for your entire family

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### Comprehensive care, at one convenient location

#### General medical services

- Medical exams and preventive care screenings
- Sick and urgent care visits
- Physicals and immunizations required for school and employment
- Lab/bloodwork
- Gynecological exams, pregnancy testing, LARC (Nexplanon/IUD) implantation and removal, and prenatal care referrals
- Vision, hearing, tuberculosis, and lead screenings
- Management of chronic health issues such as asthma, diabetes, high blood pressure and sexually transmitted diseases
- Speciality care: podiatry (foot care) and infectious disease
- Pharmacy on premises at our main clinic in Long Island City

#### Dental services

- Dental examinations, cleaning, scaling and oral cancer screenings
- Fillings, extractions, root canal treatment and crowns
- Bridgework and full and partial dentures

#### Mental and behavioral health services

- Psychiatric and psychological screenings, evaluations and treatment
- Substance abuse counseling and therapy

#### Health education

- Group workshops and private sessions
- Overnight summer camp for kids 12-15

### Call or ask your case manager to make an appointment

For medical, dental appointments and behavioral health: 718-784-2240



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# THE FLOATING HOSPITAL

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Quality primary healthcare and health education that will help you maintain good health at every stage of your life

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# THE FLOATING HOSPITAL

## Insurance and Registration

### Frequently asked questions

**What insurance plans do you take?**

- We take all Medicaid Managed Care plans and most other insurance plans

**Will The Floating Hospital provide services if I don't have health insurance?**

- Yes

**What is a PCP?**

- A term used by insurance companies to identify a patient's main doctor or primary care provider

**Why should a shelter resident switch PCPs?**

- We encourage all of our new patients to identify The Floating Hospital as their PCP so they can take full advantage of all of the services we offer.

**What documents do I need to bring on the day of my appointment?**

- Identification
- Residency letter
- Insurance card (if you have insurance)
- Social Security number, if you have one
- Immunization information

**Whom do I contact at The Floating Hospital if I have questions related to my health insurance?**

- Call our benefits counselors at 718-784-2240

**Can I still use The Floating Hospital's services after I leave the shelter?**

- Yes. You can make an appointment to be seen at our community health center. The Floating Hospital PCP doesn't change.

### Call or ask your case manager to make an appointment

For medical, dental appointments or mental health appointments: 718-784-2240



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# THE FLOATING HOSPITAL

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## Welcome!

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### What to expect from your visit at The Floating Hospital

1. When you arrive, you will be asked to register at the front desk. If you are a new patient, you will need to complete some paperwork so we can create a medical record for you.
2. Once the registration process is complete, a medical assistant will call you into a triage room to take your vital signs (blood pressure, temperature, etc.) and ask you some questions about your medical history.
3. After your vital signs are taken, you will return to the waiting room to wait for the doctor to call you into an examination room.
4. If you are with your family, each member of the family will be examined by the doctor one at a time.
5. You will return to the waiting room after your exam. The medical assistant will call you if you need additional tests or procedures.
6. The medical assistant will bring you to the exit area after your tests and procedures are completed. There, you can make an appointment for a follow-up visit.
7. Please relax in the exit area until you are called to board the van for your ride home.
8. Please feel free to speak to anyone at the front desk if you have questions.

**We invite you to inquire with our health educators about the many health education programs we have available for you and your family, including our summer Camp Rise Up for kids 12-15. Let the registration desk staff know that you want to speak to an educator.**

**The Floating Hospital Good Health Pharmacy is located right in our clinic. Your Floating Hospital provider can call in your prescription for you to pick up when you leave the clinic. The pharmacy also offers OTC medication, snacks and drinks.**

We take the time to provide personal and professional attention to everyone. Please be patient.



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# THE FLOATING HOSPITAL

## Directions

## Direcciones

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### Location

2101 41st Avenue, Long Island City, NY 11101

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### Subway

Take the F line and get off at 21st Street-Queensbridge Station

Tome la línea F y bájese en 21st Street-Queensbridge Station

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### Bus

Take the Q66, Q69, Q100, Q102 or Q103

Tome le Q66, Q69, Q100, Q102 o Q103



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### Van or mini bus

Free van transportation for residents of Queensbridge, Ravenswood and Astoria Houses.

Servicio de camioneta gratuito para los residentes de Queensbridge, Ravenswood y Astoria Houses.

**Call to make an appointment today**

718-784-2240

**Llame hoy para hacer una cita**  
718-784-2240

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