

Welcome to Primary Care Internal Medicine of Ithaca, PC

Our practice is located at 217 N Aurora St in Ithaca, New York and we provide primary care internal medicine with a focus on patient centered medical treatment. We diagnose, treat, manage, and coordinate care of medical conditions of adults (excluding surgical treatments). Our patients can expect comprehensive care, coordinated with other medical providers as needed. Our services will be accessible, focused on quality and safety. Patients can expect to be treated with respect, dignity, and compassion. We strive to provide patient-centered care which means a partnership among patients, families, caregivers, and us. We respect patient preferences in order to reach decisions regarding medical care and welcome patient input.

Our goals as your doctor are to:

- Work with you to improve your health
- Review your medications at every visit and discuss with you any interactions or contraindications
- Develop a personal action plan with you to address your chronic conditions
- Set goals with you and monitor your progress
- Inform you of all test results
- Help you take control of your health by providing you educational material and linking you to other community programs and resources
- Provide you 24-hour access to a clinical decision-maker by phone
- Have arrangements with the local emergency room and urgent care to be informed of your visit and treatment
- Reserve space in our schedule for you to accommodate a same-day appointment

Our goals for you are to:

- Make sure your treatment team knows your entire medical history
- Tell us all of the medications you are taking
- Actively participate in planning your care
- Keep appointments as scheduled
- Adhere to the plan of care
- Discuss need for specialty care with us
- Request that any other doctor you see, sends us a report including copies of lab work, test results, and any x-rays
- Know your insurance and what it covers
- Provide the office feedback on how we can improve.

Office Contact Information:

In the event of an emergency: Call 911 First.

Office Phone Numbers:

Clinical: (607) 273-2811

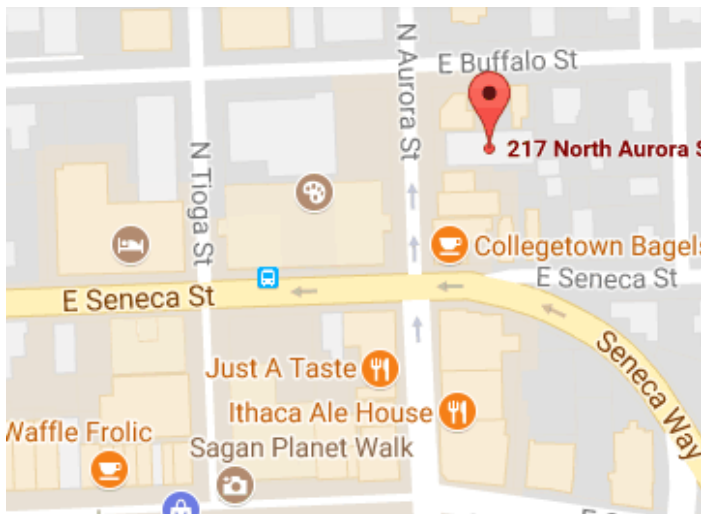
Business/Billing: (607) 256-8869

Fax: (607) 273-1170

Website: www.pcimithaca.com

If possible, please let us know if you are on your way to a hospital, so that we might facilitate care.

The office is open Monday - Friday from 8am - 4:30pm. We are closed for all major holidays. Parking is on street or in the public parking garage located on Seneca & Tioga Streets. City parking rates apply. There are two (2) handicapped parking spaces in front of our building.



Our office offers laboratory draws from 8:30am – 10:00am Mondays, Tuesdays, Wednesdays & Thursdays, please call to schedule an appointment.

Dr. Costello's office hours are:

Monday: 9:30am – 4:30pm

Tuesday: 1:00pm – 4:30pm

Wednesday: 9:30am – 4:30pm

Friday: 10:00am – 4:30pm

Dr. Jander's hours are:

Monday: 8:30am – 4:30pm

Wednesday: 1:00pm – 4:30pm

Friday: 12:30pm – 4:30pm

Our office employs three (3) nurse practitioners: Bonnie Lefkowitz-White, NP; Jessa Dauria, FNP and Nancy Banfield Johnson. The nurse practitioners see patients in the office, at the local assisted living facilities and in the patient's home when necessary.

The Nurse Practitioner's office hours are as follows:

Bonnie Lefkowitz-White, NP is in the office Monday & Tuesday from 9am - 3pm; Wednesday & Thursday from 9am - noon.

Jessa Dauria, FNP is in the office on Wednesday 1pm - 4pm; Thursday from 8:30am - 1pm and Friday from 9am - 4pm.

Nancy Banfield Johnson, NP is in the office on Monday, Thursday & Friday 9am - 4pm.

Appointments with the clinicians in our office can be in person or via telehealth.

The clinical office staff is available from 8am - 4:30pm, except during the noon hour. We have 24-hour phone coverage with an answering service and patient portal. Patients should call our clinical number (607) 273-2811 for all urgent matters. Routine questions, billing questions, prescription refill requests and non-urgent appointments may be directed to us through our patient portal or by calling during office hours. After hours phone services are provided, please call (607) 273-2811 and follow the prompts to reach the on-call physician. When calling after hours, please be sure to state the urgency of your call.

The Business Office/Billing Dept. is open Monday - Friday from 10am - 4:30pm. Billing questions may be directed through our patient portal to the Business Office 24 hours per day with a response time of approximately 3 business days. The Business office accepts VISA, MasterCard, check or cash for all payments.

Thank you for choosing us for your healthcare needs. We hope this sheet has helped to answer most of your questions, but feel free to ask if you have any further inquiries. We offer equal access to all patients regardless of insurance. If you do not have insurance or are unsure if we participate with your insurance plan, please call our billing staff. Our billing staff has information available to help you find access to coverage.