Primary Care Clinicians

Your primary care clinician (PCC) is the medical professional who sees you regularly and who knows you best. Yale Health believes that a close relationship with your PCC plays an essential role in providing efficient and personalized care.

Your PCC is at the center of a team of dedicated clinicians and nurses who work together to take care of you. Your PCC is also your access point for specialty care.

A primary care clinician is designated for you upon enrollment in Yale Health. Female members are designated with a PCC in the Ob/Gyn Department as well as the Department of Internal Medicine. Children are designated with a PCC in the Department of Pediatrics. If you would like to choose a different PCC, contact Member Services at 203 432 0246 to review the list of available clinicians.

What is Yale Health?

Yale Health is a physician-led health plan that operates a medical center on the Yale campus. Your care as a Yale Health member begins with your primary care clinician (PCC). If your condition requires more specialized care, you will be referred to a specialist in our extensive network, drawn largely from the faculty at Yale Medical School. We have nurses available 24/7 for your medical questions as well as on-site treatment for acute illness or injury on nights, weekends, and holidays.

There is no limitation for pre-existing conditions, and most preventive, diagnostic and treatment services involve no deductibles and no claim forms.

75% of all Yale faculty and staff are Yale Health members.

Care at the Yale Health Center

You will receive most of your health care at the Yale Health Center. If your PCC refers you to an outside clinician/specialist, prior authorization is required.

We offer on-site medical support services with a pharmacy, MRI, CT scan, x-ray and ultrasound exams, endoscopy suite and laboratory.

If your care becomes more complex, our Care Management Department collaborates with you, anticipates and solves problems, provides information, and helps you navigate the healthcare system both within and outside of Yale Health.

Inpatient Care at the Yale Health Center may be used as an alternative to hospitalization or an extension of a hospital stay that allows you to finish your course of therapy in an intimate and caring environment.
How to Make Appointments
You may call the following departments directly to schedule an appointment: Internal Medicine, Ob/Gyn, Pediatrics, Ophthalmology, Behavioral Health and Immunizations (walk-in).

The following departments require a referral: Laboratory, Diagnostic Imaging, Specialty Services, Dermatology, Nutrition, Physical Therapy, Allergy and Endoscopy.

During Regular Hours
Call your primary care department to schedule an appointment or get nursing advice.

After Hours, Weekends, and Holidays
Call Acute Care directly.

MyChart
Send a message to your clinician or request an appointment.

In an Emergency
For life-threatening emergencies, immediately call 911.

Pharmacy
The Yale Health Center Pharmacy is the most convenient way for Yale Health members to get new medications or refill existing prescriptions.*

Your Yale Health clinician sends prescriptions electronically directly to the pharmacy and the copay system makes it easy to budget your medication costs.

*If you choose to have your prescription filled at an outside pharmacy, you will pay the full cost of the medication at the counter and then must submit a Pharmacy Claim form for reimbursement. You will be responsible for the greater of 20% of the cost of the medication or the copay you would have paid at the Yale Health Center Pharmacy.

If you have refills available
you may use the automated refill line at 203-432-0033
or request a refill online at yalehealthonline.yale.edu/rxrefill

If you have any questions regarding your Yale Health coverage, please contact the Member Services Department.

Connect with Yale Health

MyChart
yalehealth.yale.edu/mychart
Request appointments, send secure messages to participating clinicians, and view your lab results, health issues, medications, and after visit summaries.

WEB SITE
yalehealth.yale.edu
The site features information on all Yale Health departments, categorized Frequently Asked Questions, the Member Coverage Booklet and a wealth of information to help you manage your health.

SOCIAL MEDIA
facebook.com/yalehealthcenter
“Like” Yale Health Center and get information and health news delivered to your Facebook News Feed.
twitter.com/yalehealth
Follow Yale Health for quick updates and information.

E-MAIL SUBSCRIPTION SERVICE
yalehealth.yale.edu/e-mail-subscription-service
Sign up to receive alerts and messages from Yale Health, as well as other messages on topics ranging from children’s health to diabetes.

HEALTHCASTS
yalehealth.yale.edu/healthcasts
Listen to our clinicians discuss a variety of health topics.

PARKING
On-site parking is available in the garage adjacent to the Yale Health Center at 55 Lock St. The first 90 minutes are free.

The Yale Health Center is also accessible by the Yale Shuttle’s Red and Blue Lines.

CLASSES & EVENTS
yalehealth.yale.edu/attend-classes-and-events
Sign up for one of our classes. Topics range from newborn care to stress management to lowering your salt intake. Join us for a tour of the Yale Health Center followed by an orientation session to learn about Yale Health.

QUESTIONS?
If you have any questions regarding your Yale Health coverage, please contact the Member Services Department.

TELL US WHAT YOU THINK
Yale Health is always interested in how you feel about the health care you receive from us. You may receive surveys in the mail or by phone and you can submit feedback at any time with our Comment Cards—located throughout the Yale Health Center or online at yalehealth.yale.edu/comment-card.