

AN OVERVIEW OF PPC AND OUR SERVICES

CONTACT INFORMATION AND HOURS

Our clinic never closes. We're open 24 hours a day, 365 days a year.

Call us whenever you have an immediate care need. Our clinic is located at 170 East 77th Street, Lower Level, between Lexington and 3rd Avenue.

WHEN A MEDICAL ISSUE ARISES



Call us.

Give us a ring. We'll assess your condition, provide quick advice and get ready for your visit as necessary.



Come in.

You will be seen by a doctor within 15 minutes of arriving. We will do our utmost to make you feel well cared for during your entire visit.



We'll get you on the mend.

The doctor will assess your symptoms and provide any necessary lab-work and imaging onsite, in order to provide treatment immediately. As needed, our doctor will consult with your primary care physician or one of our specialists. After diagnosis and any onsite treatment, our doctors will go over next steps, including medications and any do's and don'ts.

If necessary, we will arrange further immediate treatment or follow-up by specialists, such as plastic surgeons, cardiologists and orthopedists, included in PPC's exclusive network.

In the rare case you require hospitalization, we would facilitate transportation and a smooth hospital admission process. We have relationships with some of the best hospitals in New York, with facilitators available to get you admitted and into a room quickly and efficiently.



We'll follow up.

We'll call you the next day to make sure you are doing better. We will also call your doctor and send over your records so he or she can incorporate that information into your ongoing care plan.

*** IF YOU ARE HAVING A LIFE-THREATENING EMERGENCY
OR YOU NEED AN AMBULANCE, CALL 911 IMMEDIATELY.**

If possible, then contact us for additional support.

WHAT WE TREAT

If you don't need an ambulance and it's not a life-threatening emergency, then we treat it. If you do, we can help to facilitate a streamlined ER experience.

View our What We Treat page to get a general idea of sample symptoms and conditions we treat every day. Give us a call if you have any questions.

WHAT WE TREAT

Here is a small sample of what we treat every day. If you have an issue that is not listed below, please call us so we can discuss your concerns.

ABOVE THE SHOULDERS

- Allergies
- Dental pain, infection or injury
- Ear infections
- Epistaxis (nosebleeds)
- Eye infections and eye injuries
- Foreign bodies
- Headaches and migraines
- Neck pain
- Mild concussions or sports related injuries
- Mononucleosis (mono)
- Rashes
- Sinus infections
- Sore throat
- Tooth pain

IN THE CHEST AREA

- Asthma
- Bronchitis
- Chest injuries
- Colds
- COPD
- Pneumonia

IN THE BELLY

- Abdominal pain
- Acid reflux
- Bladder infection
- Constipation
- Diarrhea
- Food poisoning
- Heartburn
- Kidney stones
- Stomach flu
- Vomiting

YOUR MEDICAL HISTORY

In order to provide you with the most personalized care possible, please fill out a medical history online by [clicking here](#), or complete a hard copy and return by mail to our office. For minors or members who require assistance, please fill out medical histories for them as well.

THE BODY IN GENERAL

- Bites and stings
- Broken bones
- Burns
- Cuts, scrapes and bruises
- Dehydration
- Flu
- Female complaints
- Hemorrhoids,
- Muscle tears, aches or cramps
- Rashes and skin allergies
- Sexual concerns
- Skin infections (MRSA)
- Skin punctures or laceration
- Sprains, strains and dislocations
- Sunburn
- Urinary issues

PRIMARY CARE

- PPD (TB) screening
- Flu shots
- Vitamin therapy
- School, camp and/or work physicals

WHO WE ARE

DR. BERNARD KRUGER, MD

Founder

Board Certified in Oncology and Internal Medicine, Dr. Kruger has been serving the needs of his patients for over thirty years from his office on the Upper East Side. As one of the pioneers of concierge medicine, Dr. Kruger is tireless in his attention to the needs of his individual patients.

DR. DOUGLAS KAIDEN, MD

Medical Director

Board certified in emergency medicine, Dr. Kaiden has practiced since 1995 in the best ERs in New York, including Beth Israel, Mount Sinai, St. Vincent's & NY Presbyterian / Cornell. He has run a network of urgent care centers in the city and was Supervising Medical Physician for the US Open. Dr. Kaiden studied at Cornell and Albert Einstein, with a residency at St. Luke's / Roosevelt.

MEDICAL STAFF

Our facility is staffed by a team of best-in-class Emergency Medical Physicians, Radiological-Diagnostic Specialists, Physician Assistants, Technicians and support personnel.

SPECIALISTS

In addition to the immediate attention of our staff, our network of specialists includes some of the city's premier practitioners in areas including:

- Radiology-diagnostic
- Pediatrics
- Orthopedics
- Plastic Surgery
- Neurology
- Allergy and immunology
- Cardiology
- Dentistry
- Renal
- Infectious Disease
- Dermatology
- Psychiatry

FREQUENTLY ASKED QUESTIONS

What is PPC, and how does it differ from urgent care facilities and ERs?

PPC is a private membership-based immediate care facility and much more than your typical urgent care clinic. Our walk-in medical center is always open, 24 hours a day, 7 days a week, for your convenience. PPC is staffed by Emergency Medicine doctors who provide convenient quality care. It doesn't have the wait, lack of privacy and inconvenience typical of hospital emergency rooms.

Our highly-qualified staff has the expertise to treat serious injuries and illnesses and the kind touch to fix minor problems. Our additional services include MRI and CAT scans, X-rays, EKG, on-site lab work, referrals to specialists, IV antibiotics, certain travel vaccinations, and more. We have a network of specialists in areas including: radiology, pediatrics, orthopedics, plastic surgery, neurology, allergy and immunology, cardiology, dentistry, renal, infectious diseases, dermatology and psychiatry.

What can I expect when I go to PPC?

You can expect personalized, thorough and thoughtful care by highly trained ER physicians in a peaceful environment. You will be seen within 15 minutes of your arrival. You will also have access to a full range of on-site diagnostic imaging as well as in-house labs for the most efficient diagnosis and treatment possible. You also have exclusive access to our network of specialists. Please see our [Overview](#) page for more information.

When should I go to PPC?

PPC provides immediate care for sudden and urgent medical needs, such as when you are injured or sick and unable to get a timely appointment with your doctor, such as after office hours or during the weekend. Call us any time at (646)-687-7600, and we will provide advice on where to turn when a medical issue arises.

When do I need to go to a hospital Emergency Room?

If you need an ambulance or suspect a life-threatening condition, call 911 immediately. If you are not sure, call PPC for guidance. We may be able to help coordinate ER admission to the hospitals in Manhattan where we have established relationships. Once admitted, we can provide the ER with relevant medical history records and other supporting information. In hospitals with whom we have special relationships, we can facilitate post-ER admission into the hospital.

How do I make an appointment?

You don't! Simply call us beforehand so we can provide quick advice and prepare for your arrival as necessary. Then come to our clinic. A doctor will see you within 15 minutes of your arrival.

What type of injuries and illnesses does PPC treat?

PPC's clinic is equipped to treat patients for most illnesses and injuries, as described in our [What We Treat](#) page.

Who does PPC treat?

We treat you and your participating family members, whether young or old, just a little sick or seriously hurt.

FREQUENTLY ASKED QUESTIONS

How will you follow up with me?

PPC will call you to follow up the day after your visit. We also coordinate with your primary care doctor and/or specialists as necessary to help you stay on the path to recovery.

How does PPC work with my doctor?

PPC will work together with your doctor, when possible, to make sure we understand your health needs from his or her perspective. After a visit to PPC's clinic, we will provide your primary doctor with the records from your visit so it can be incorporated into their office's records and your overall health plan. Your records will also appear online in your PPC patient portal account.

What if I'm traveling?

If you have a medical issue while traveling outside of New York City, PPC will endeavor to use phone, video or other telemedicine resources to provide medical advice remotely.

What costs does membership cover?

Membership covers your initial encounter and assessment by our in-house medical staff. In short, there is no fee for the visit.

What is not covered by membership?

Procedures beyond the initial encounter, including but not limited to diagnostic imaging, lab work, **medications, supplies**, and surgical procedures, are billed separately by the Medical Practice. Treatment by our network of non-staff specialists and care that takes place at another facility will be billed separately by those providers.

For medical services and procedures that are not covered by the membership, does PPC take insurance?

PPC is an "out-of-network provider," and therefore, medical services must be paid upfront. However, we will submit claims on members' behalf as a courtesy to facilitate possible reimbursement.

What about Medicare?

In order for PPC to remain compliant to federal and state regulations, we have opted out of Medicare. Our patients cannot submit claims for PPC visits to Medicare.

Can I cancel my membership?

Of course! If you are unsatisfied with your experience for any reason, and we cannot correct it, we will immediately cancel your membership and reimburse the remaining period of your contract.

What kind of imaging equipment does PPC have on premises?

State-of-the art radiology equipment includes the 160-slice Aquilion Prime CT scanner. It has Toshiba's AIDR 3D which decreases radiation dose by 75% and is only the second system installed in the U.S.A. Our MRI scanner is the General Electric's Discovery 750w 3.0T. It has a wider bore that gives patients 50% more room in front of the face. It is GE's first system in Manhattan. Our ultrasound machine is the GE Logiq 9. We have a 12 lead EKG machine, and a GE portable X-ray machine.