

Our Mission Statement

Parkview Primary Care Physicians has been serving the Western New York area for over 20 years. Our mission is to provide our patients premium medical care.

The providers and staff at Parkview Primary Care Physicians, work collaboratively to provide high levels of care, access, communication, care coordination and integration. We want each and every patient to be informed and participate in their healthcare and medical decision making process.



Office Hours:

Monday	7:30AM - 5:00PM
Tuesday	7:30AM - 5:00PM
Wednesday	7:30AM - 5:00PM
Thursday	7:30AM - 5:00PM
Friday	7:30AM - 4:00PM
Saturday	BY APPT. ONLY
Sunday	CLOSED

Contact Us:

20 Losson Road, Ste. #105
Cheektowaga, New York 14227
Phone: 716.558.7727
Fax: 716.558.7720
Website: www.parkviewpcp.com

AFTER HOURS INFORMATION

If you are having a medical emergency, please call 911.

If care is needed after the above hours, please call (716) 558-7727.

An On-Call Provider will be available to assist you.



Deirdre M. Bastible, M.D.

Orville I. Hendricks, M.D.

John M. Kavcic, M.D.

Heidi A. Campbell, P.A.

Jennifer K. Chouchani, P.A.



*A Patient-Centered
Medical Home*

What is a Patient-Centered Medical Home?

A Patient-Centered Medical Home is not a building, an office or a house. Patient-Centered Medical Home is a concept based on teamwork placing the patient at the center. The program is designed to enhance the quality of care you receive by bringing together your primary care physician, their clinical staff, any specialists and you the patient to work as a coordinated team.

Together, the members of your team, utilizing evidence-based guidelines, focus on the care and services you need, including behavioral and mental health in a manner that best suits your needs.

Access/Communication — We will be ready to respond 24/7. Access to care that meets patient's needs and preferences, including care provided in person, after hours and by patient portal and telephone.

Patient Involvement — You are the important member of our team. We will support patients in self-care. This support includes helping all patients reduce risk factors, as well as helping patients with chronic illness develop and update self-care goals and care plans.

Care Team's Role — We will get to know you, your condition, family history, risk factors and other important conditions that can influence your health and care.

Decision-making — We will make healthcare decisions together based on what is best for you. We will coordinate your care across multiple settings. Your care team will help you understand available options and a care plan will be developed specifically for you.

Patient Safety — Available at the end of every visit is a summary of your care for that day. By giving patients access to their medical records, they may help their care team detect and/or prevent errors.

Follow-up — We will follow-up with you to ensure appointments are set and goals are reached. Our goal is to help you have the healthiest life possible.

Your Role — Whether at the doctor's office or in your daily life, you play a critical part in your care. We want you to be an active member of your care team, fully engaged in charting the course for your health and your care. Learn about your condition and what you can do to stay as healthy as possible. You will be asked to work closely with the other team members in developing your care plan and understanding how certain habits and lifestyle choices can impact your health.

Once we have developed the best possible care plan for you, it will be time for you to put the plan into action, with the support of your care team. Your participation in following the plan, including taking medications, following the exercise plan, and other steps, will be a key driver in our success.

